



U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION

2019 STATE OR TRIBAL VETERANS CEMETERIES

Satisfaction Survey

National Report

August 2019



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Executive Summary

SECTION DESCRIPTION

- This section presents a brief introduction to the National Cemetery Administration's 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries and an overview of the contents of this report.
- This section also presents key satisfaction findings from next of kin and funeral directors who have had experiences at State or Tribal Veterans Cemeteries.

Executive Summary

Introduction

- This report presents findings from the National Cemetery Administration's (NCA) 2019 State or Tribal Veterans Cemeteries Survey of Satisfaction, representing the sixth national administration of the survey.
- The STVC survey was fielded to next of kin from October 15, 2018 to July 2, 2019, and to funeral directors from March 1, 2019 to July 2, 2019 at 96 active State or Tribal Veterans Cemeteries.
- Next of kin and funeral director mailing data were extracted from NCA's Burial Operations Support System (BOSS) database of interments.
- The survey was mailed to 19,605 next of kin who had interred a loved one during the time period of February 1, 2018 through January 31, 2019. The survey was also mailed to 12,610 funeral directors who had worked with State or Tribal Veterans Cemeteries during the designated time period.
- The next of kin survey data presented in this report only pertains to State Veterans Cemeteries. No surveys were sent to next of kin about Tribal Veterans Cemeteries. A total of six funeral directors completed the survey about a Tribal Veterans Cemetery.
- For the first time since the survey's inception, a quarterly mailing of the next of kin survey was implemented in 2019 rather than one annual mailing as had been previously done. As a result, NCA is surveying next of kin within three to six months of the interment.
- The 2019 State or Tribal Veterans Cemetery survey was sponsored by NCA's Office of Finance and Planning and conducted by Vistra Communications, LLC (Vistra), a communications strategy and professional solutions firm, under contract VA786-16-D-0173.

Report Overview

- Survey findings are presented in nine sections in this report. The first section, “Overall Satisfaction Measures,” presents findings from survey items that provide information on next of kin and funeral directors’ overall satisfaction with their experiences at State or Tribal Veterans Cemeteries. Responses are presented for all respondents, as well as for next of kin and funeral directors separately.
- The remaining eight sections present survey findings on specific areas of satisfaction for each patron group (next of kin and funeral directors). Each section begins with overall satisfaction measures within the content area, followed by responses to individual survey items.
- Where applicable, “Elements of Comparison” are presented. These comparisons allow the reader to gain an understanding of the relationships between various survey items by examining them in relation to one another.
- Five appendices follow the main body of the report. They are:
 - **Appendix A: Respondent Characteristics** – presents self-reported demographic information for next of kin and funeral directors in the respondent sample.
 - **Appendix B: Methodology and Survey Instrument** – describes the methodology used to administer the survey. Copies of the 2019 next of kin and funeral director surveys are also in this appendix.
 - **Appendix C: Users Guide** – presents an explanation of how to read and interpret the graphs and tables used in the report.
 - **Appendix D: Question Locator** – provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.
 - **Appendix E: Response Rates** – presents response rates for each State or Tribal Veterans Cemetery included in the survey.

Highlights of Findings

Overall Satisfaction Measures

- Overall, 98.0 percent of all respondents (98.1% of next of kin and 96.4% of funeral directors) agreed or strongly agreed that they were satisfied with their experience at State or Tribal Veterans Cemeteries.
- 97.0 percent of all respondents (97.0% of next of kin and 96.4% of funeral directors) agreed or strongly agreed the quality of service they received from cemetery staff was excellent.
- 98.0 percent of all respondents (98.1% of next of kin and 97.4% of funeral directors) agreed or strongly agreed that staff at State or Tribal Veterans Cemeteries was courteous.
- 97.1 percent of all respondents (97.1% of next of kin and 96.8% of funeral directors) agreed or strongly agreed that the State or Tribal Veterans Cemeteries staff was professional (knowledgeable, helpful, and responsive).
- 98.7 percent of all respondents (98.8% of next of kin and 97.4% of funeral directors) agreed or strongly agreed the overall appearance of their State or Tribal Veterans Cemeteries was excellent.
- 98.9 percent of respondents (99.1% of next of kin and 96.8% of funeral directors) indicated they would recommend State or Tribal Veterans Cemeteries to Veteran families during their time of need.

Trust

- Overall, 97.9 percent of all respondents (98.0% of next of kin and 96.6% of funeral directors) agreed or strongly agreed they are willing to rely on state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.
- 98.5 percent of all respondents (98.5% of next of kin and 98.8% of funeral directors) agreed or strongly agreed that State or Tribal Veterans Cemeteries honor all Veterans and their service to our nation.

Highlights of Findings (continued)

Information & Communication

- 96.7 percent of next of kin reported they were very or somewhat satisfied with the information they were provided throughout their experiences with their State or Tribal Veterans Cemeteries.
- The three most frequently reported means of finding out about State or Tribal Veterans Cemetery benefits prior to the time of need were: Family member/friend (50.6%), Funeral home (21.0%) and Veterans Service Organization (20.3%).
- Next of kin selected Newsletter/flyer (26.9%) and E-mail (21.3%) as the two best ways for State or Tribal Veterans Cemeteries to convey information regarding benefits, prior to their time of need.
- 93.7 percent of funeral directors who completed the survey reported they were very or somewhat satisfied with the communication between their funeral homes and their State or Tribal Veterans Cemeteries. 96.8 percent characterized this communication as excellent or good.
- Funeral directors indicated that Outreach by cemetery staff (38.8%) provides them the most information about State or Tribal Veterans Cemetery policies and procedures. Funeral directors noted that E-mail (38.0%) and Letter (26.1%) are the best ways for their cemeteries to communicate with their funeral homes regarding changes in policies and procedures.

Committal Services

- 96.2 percent of next of kin reported they were very or somewhat satisfied with the committal service at their State or Tribal Veterans Cemeteries.
- 91.1 percent of funeral directors reported the process of scheduling interments at their State or Tribal Veterans Cemeteries was very or somewhat easy.
- 97.2 percent of funeral directors reported they received the support they needed from cemetery staff always or for the most part.
- 69.8 percent of funeral directors indicated that the service they received from their State or Tribal Veterans Cemeteries was superior to or better than the service they received from private cemeteries. An additional 28.7 percent indicated that service was about the same as the service provided by private cemeteries.

Highlights of Findings (continued)

Headstones, Markers, and Columbarium Niche Covers

- 94.2 percent of next of kin were very or somewhat satisfied with the length of time it took for the permanent marker, headstone, or columbarium niche cover to be put in place.
- 94.3 percent of next of kin were very or somewhat satisfied with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived.
- 96.5 percent of next of kin reported that when the headstone, marker, or columbarium niche cover arrived, the inscription was accurate. 3.5 percent reported the inscription was inaccurate, and no one reported they did not know.

Cemetery Appearance and Visitor Accommodations

- 96.1 percent of next of kin agreed or strongly agreed the appearance of their loved one's gravesite was excellent.
- 96.7 percent of all respondents (96.6% of next of kin and 97.8% of funeral directors) agreed or strongly agreed the upkeep of headstones, markers, and columbarium niche covers was excellent.
- 98.6 percent of all respondents (98.7% of next of kin and 97.9% of funeral directors) agreed or strongly agreed the committal shelter used for the service was private, clean, and free of safety hazards.

State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

- 13.9 percent of next of kin agreed or strongly agreed that had they been able, they would have chosen to inter their loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.
- 89.2 percent of next of kin agreed or strongly agreed that based on their visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.
- 80.9 percent of next of kin agreed or strongly agreed that based on their visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.
- 80.0 percent of next of kin agreed or strongly agreed that the honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

Overall Satisfaction Measures

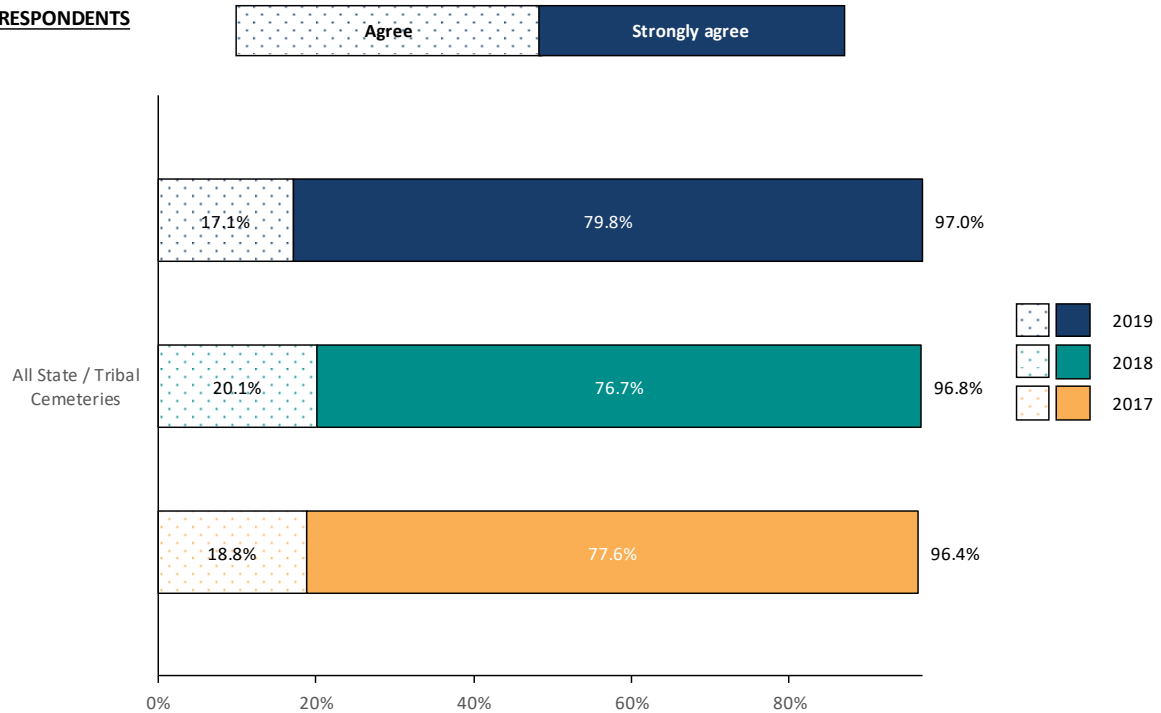
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on overall measures of satisfaction.
- Results are presented for three strategic performance measures with five additional measures of overall satisfaction.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.

Overall Satisfaction Measures

Question 35/29: The quality of the service received from cemetery staff is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9544	79.8%	3.1%	17.1%	2.1%	0.6%	0.3%
	2018	9619	76.7%	-0.9%	20.1%	2.5%	0.6%	0.2%
	2017	7644	77.6%	1.1%	18.8%	2.8%	0.6%	0.2%

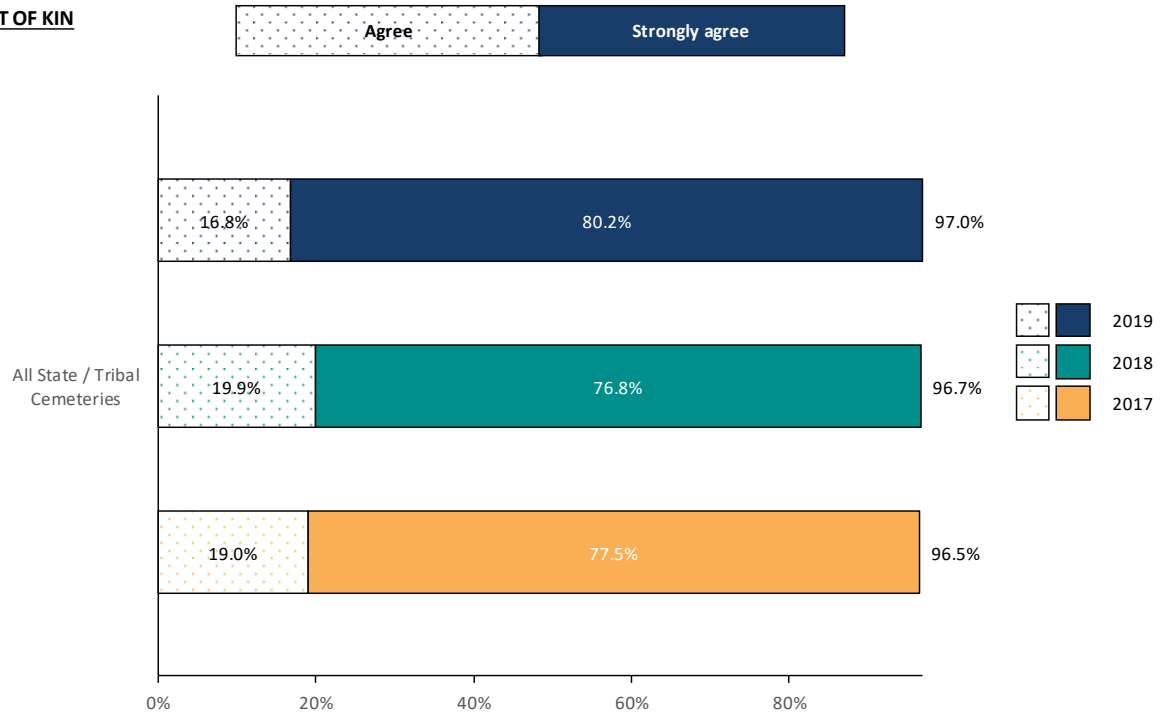
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

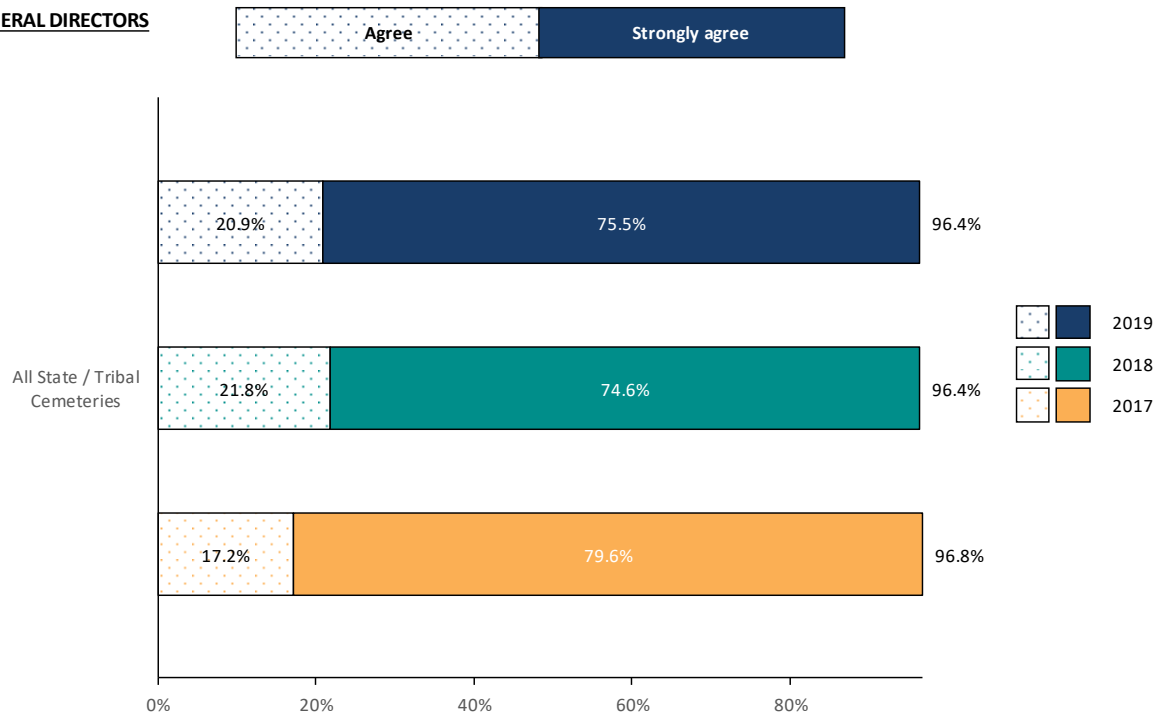
Overall Satisfaction Measures

Question 35/29: The quality of the service received from cemetery staff is excellent.

NEXT OF KIN



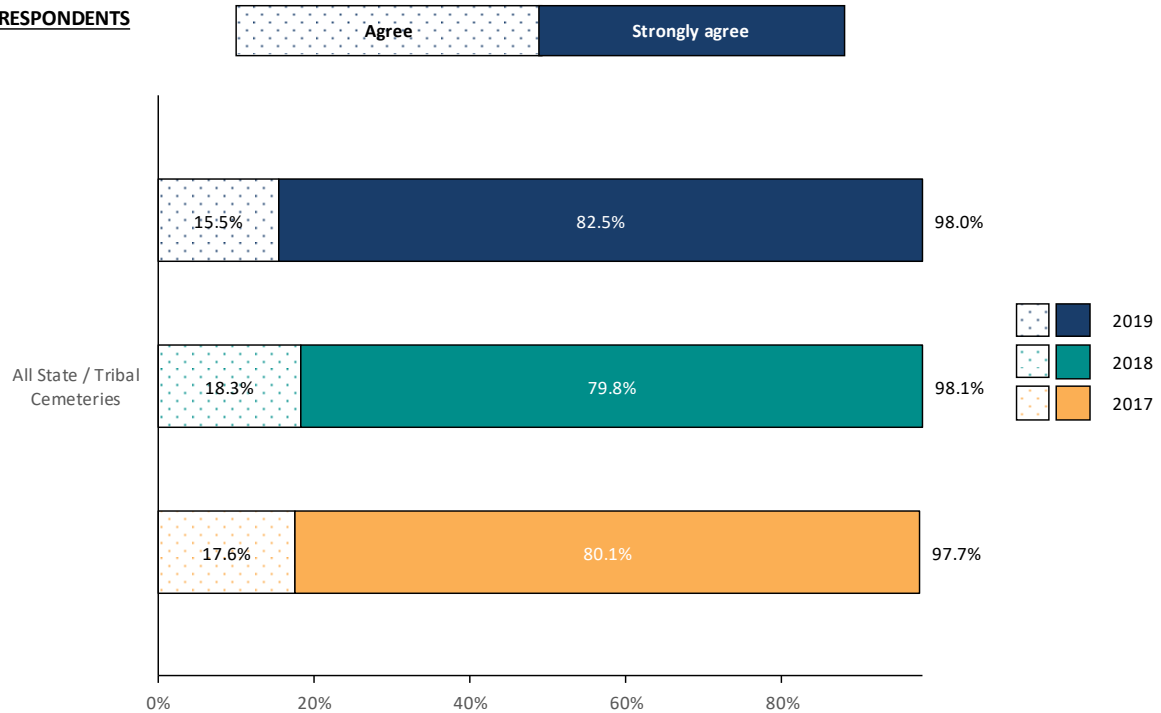
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 36/30: The State or Tribal Veterans Cemetery staff was courteous.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9510	82.5%	2.7%	15.5%	1.5%	0.4%	0.2%
	2018	9586	79.8%	-0.3%	18.3%	1.5%	0.3%	0.1%
	2017	7593	80.1%	1.7%	17.6%	1.8%	0.3%	0.2%

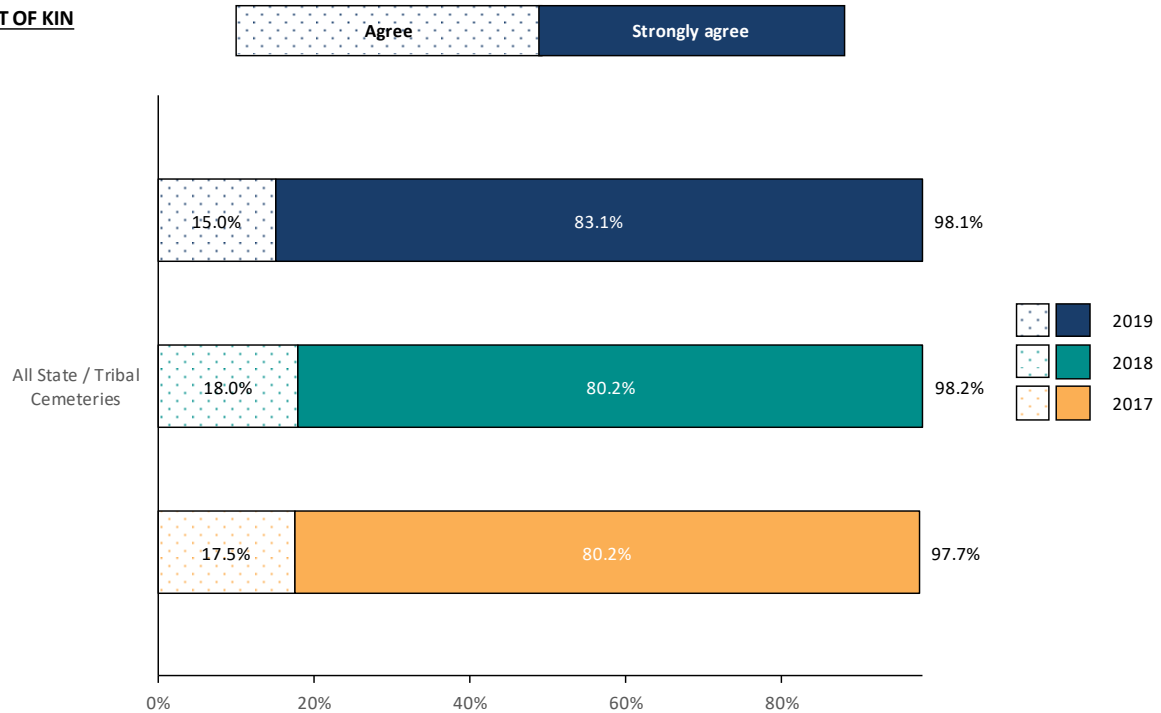
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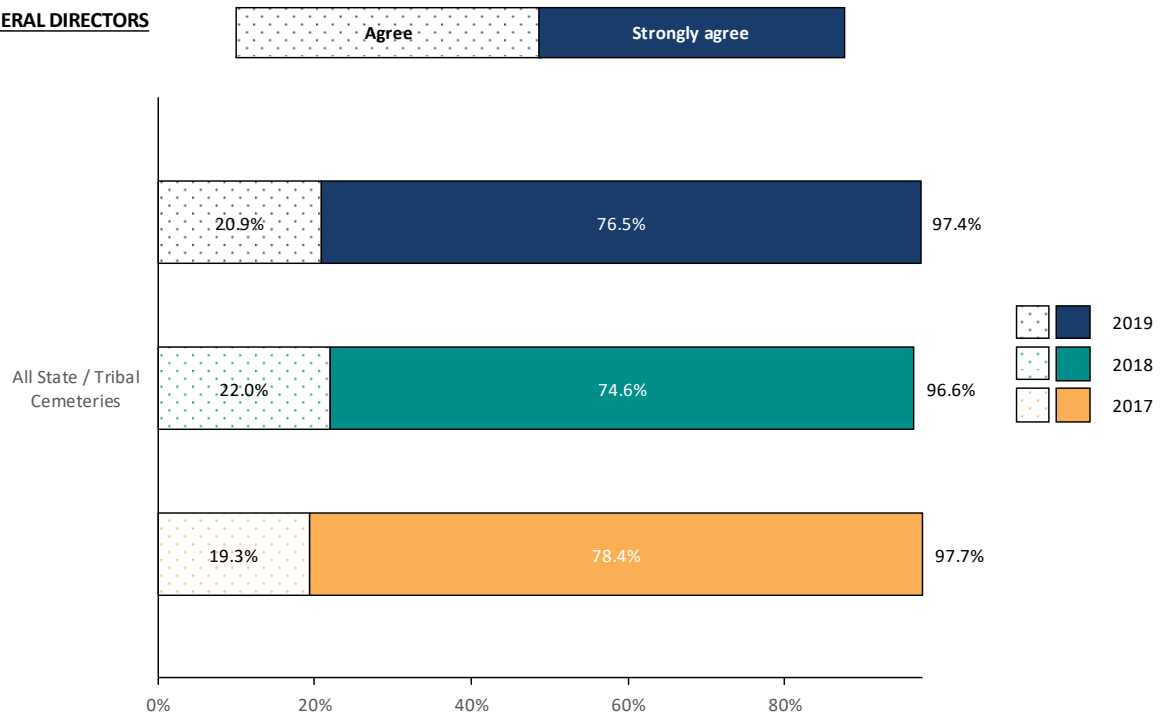
Overall Satisfaction Measures

Question 36/30: The State or Tribal Veterans Cemetery staff was courteous.

NEXT OF KIN



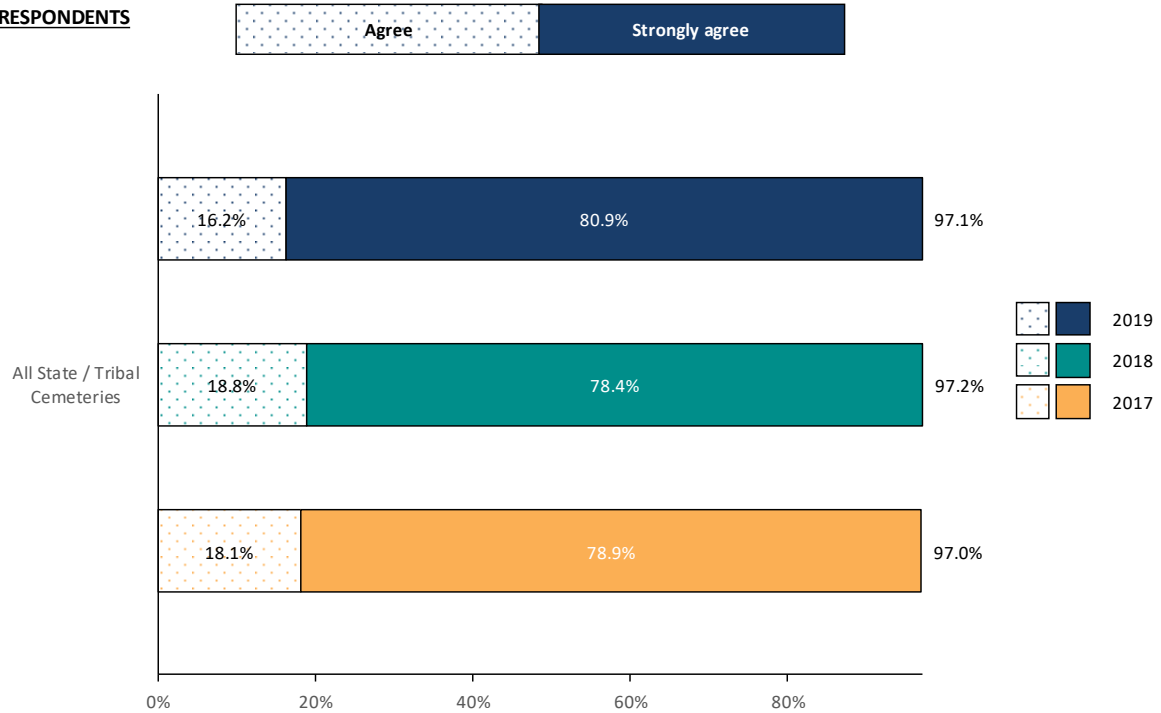
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 37/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9492	80.9%	2.5%	16.2%	2.0%	0.6%	0.3%
	2018	9559	78.4%	-0.5%	18.8%	2.3%	0.4%	0.1%
	2017	7538	78.9%	1.2%	18.1%	2.4%	0.4%	0.2%

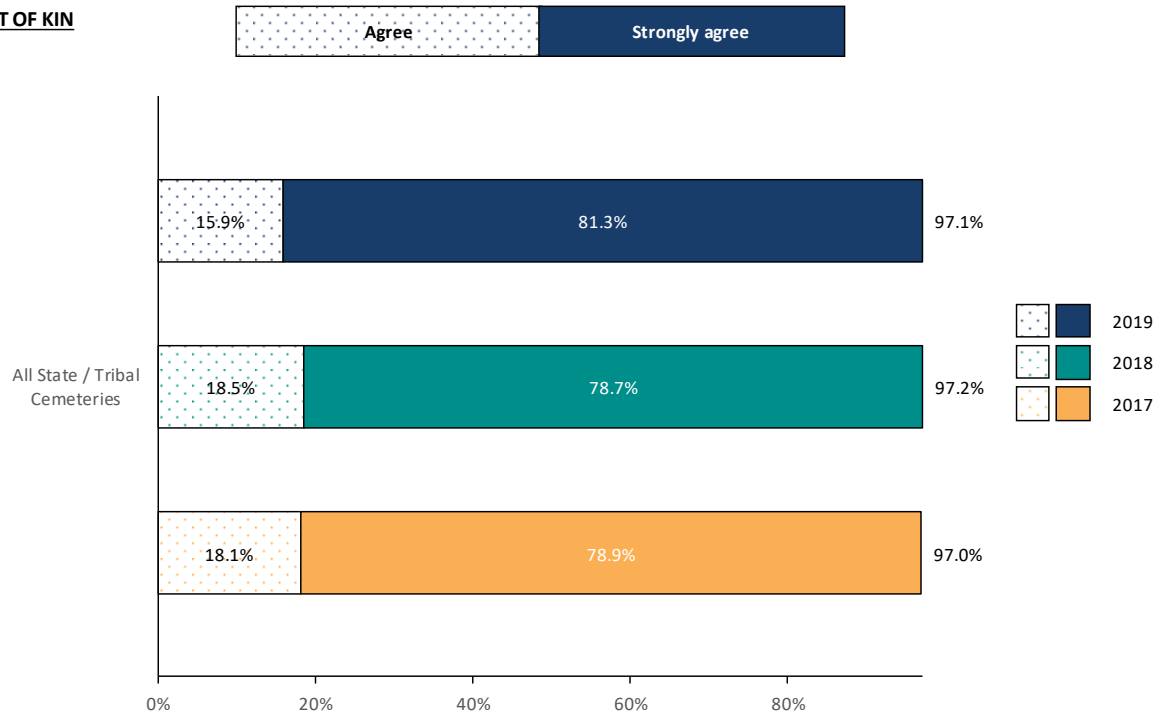
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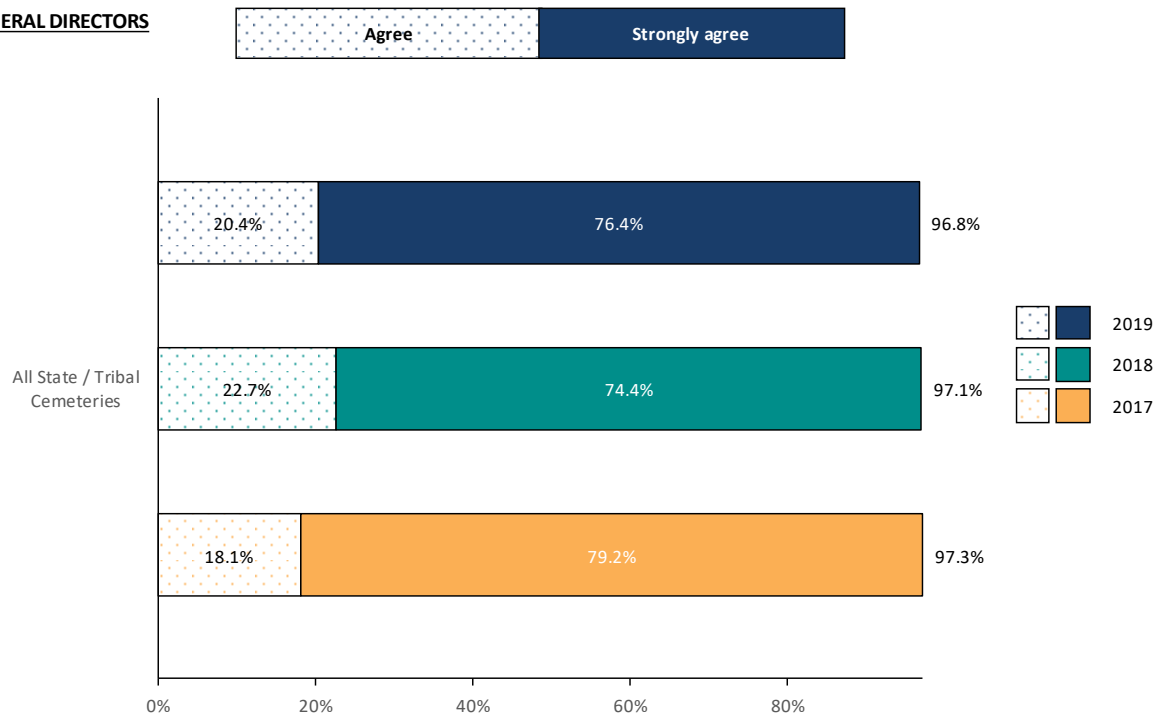
Overall Satisfaction Measures

Question 37/31: The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.

NEXT OF KIN



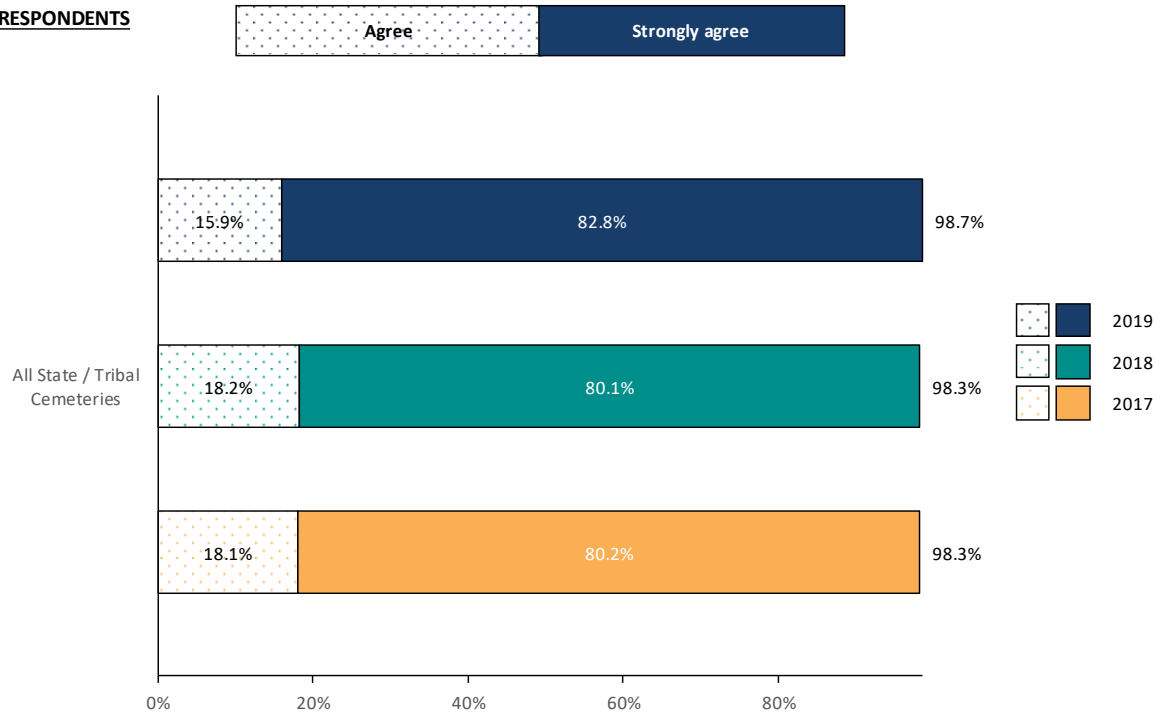
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9618	82.8%	2.7%	15.9%	1.0%	0.2%	0.1%
	2018	9691	80.1%	-0.1%	18.2%	1.2%	0.3%	0.1%
	2017	7738	80.2%	0.7%	18.1%	1.3%	0.2%	0.1%

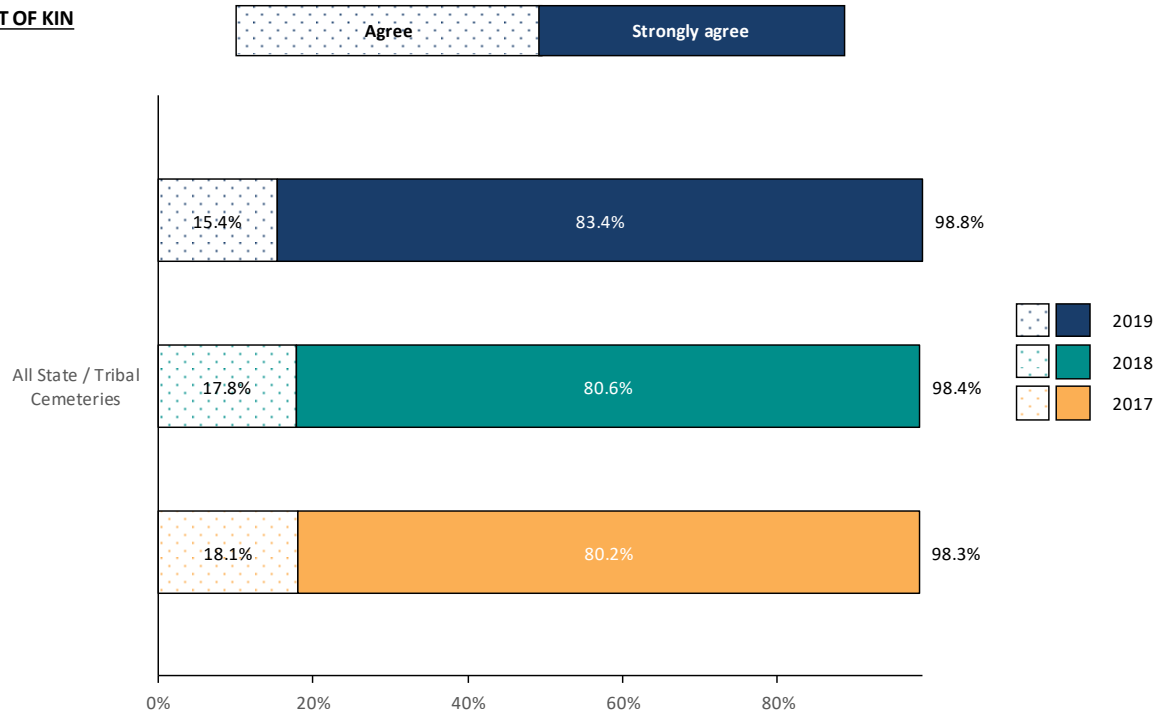
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

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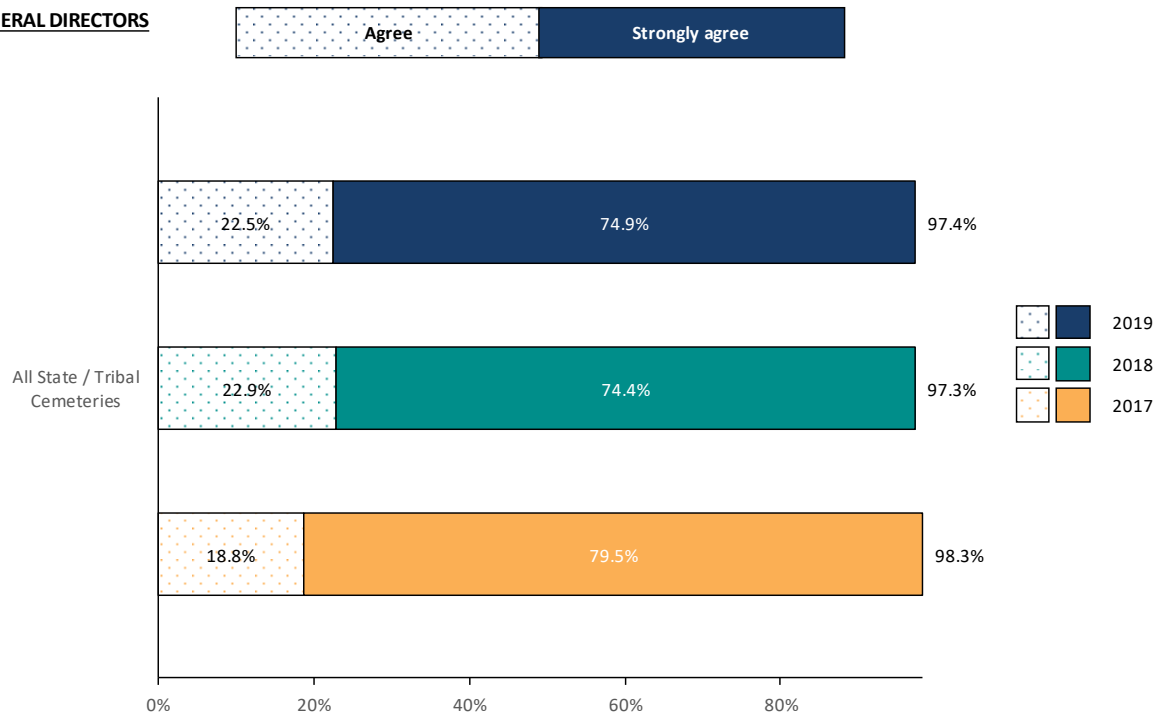
Overall Satisfaction Measures

Question 40/34: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

NEXT OF KIN



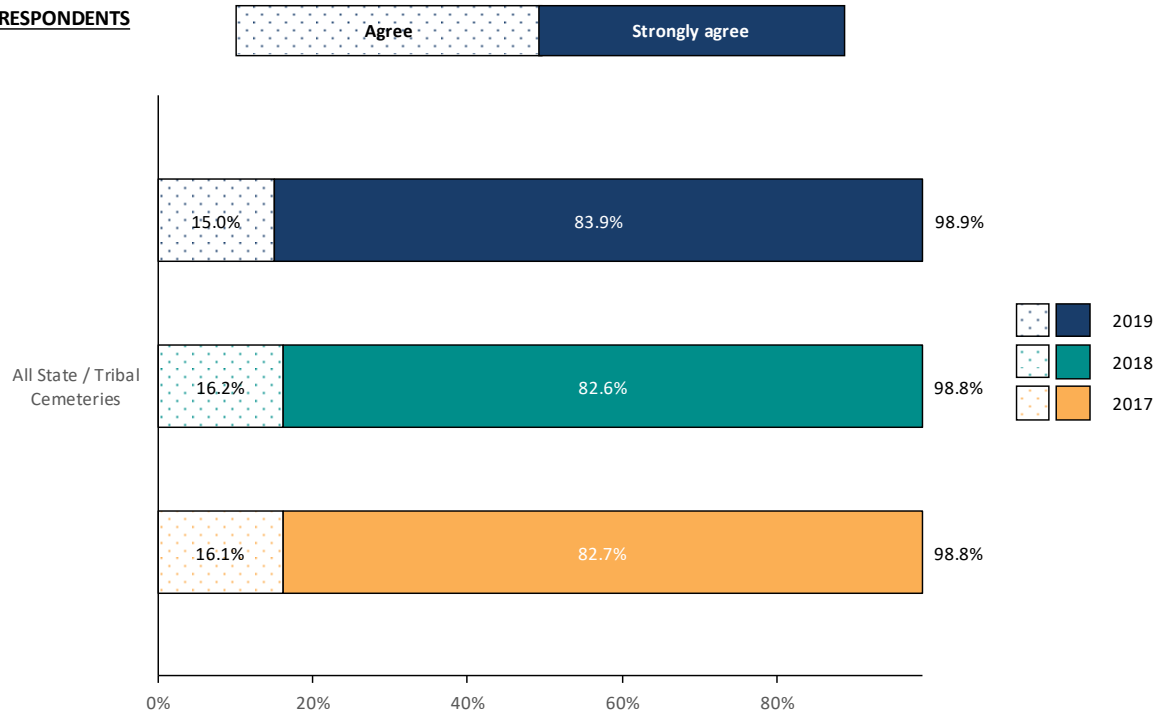
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 42/36: I would recommend the cemetery to Veteran families during their time of need.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9660	83.9%	1.3%	15.0%	0.8%	0.1%	0.1%
	2018	9744	82.6%	-0.1%	16.2%	1.0%	0.1%	0.1%
	2017	7783	82.7%	0.3%	16.1%	1.0%	0.1%	0.1%

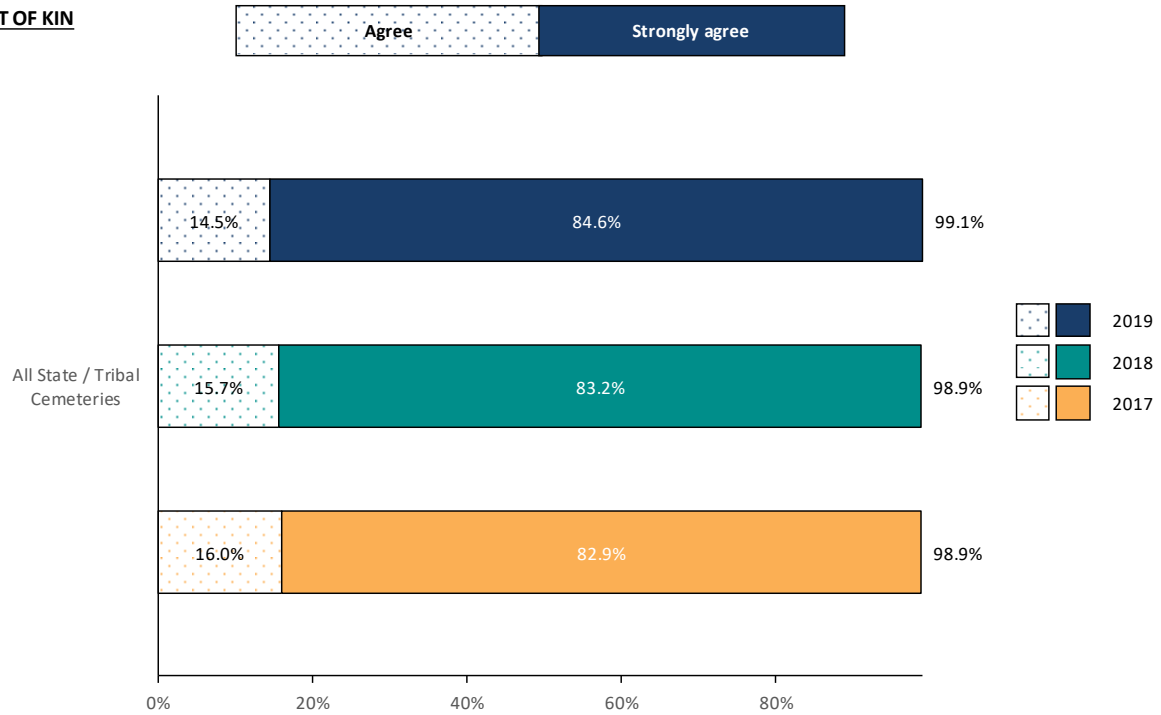
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Next of Kin and Funeral Director data for this survey item are presented on the following page.

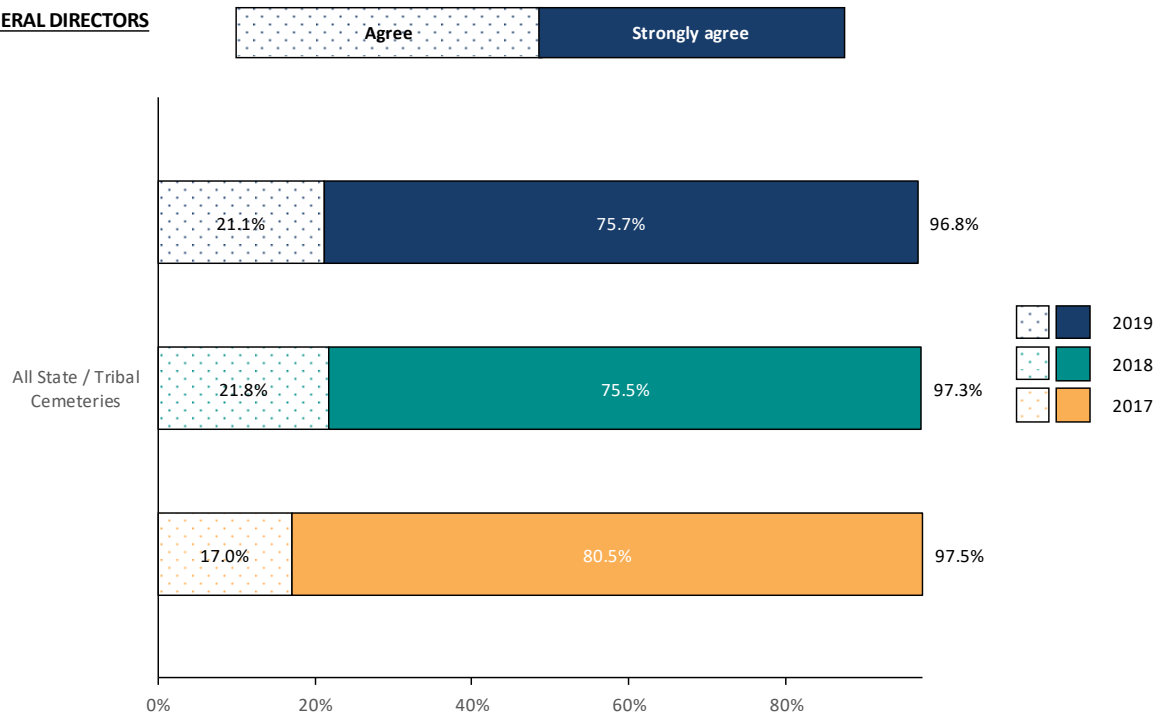
Overall Satisfaction Measures

Question 42/36: I would recommend the cemetery to Veteran families during their time of need.

NEXT OF KIN



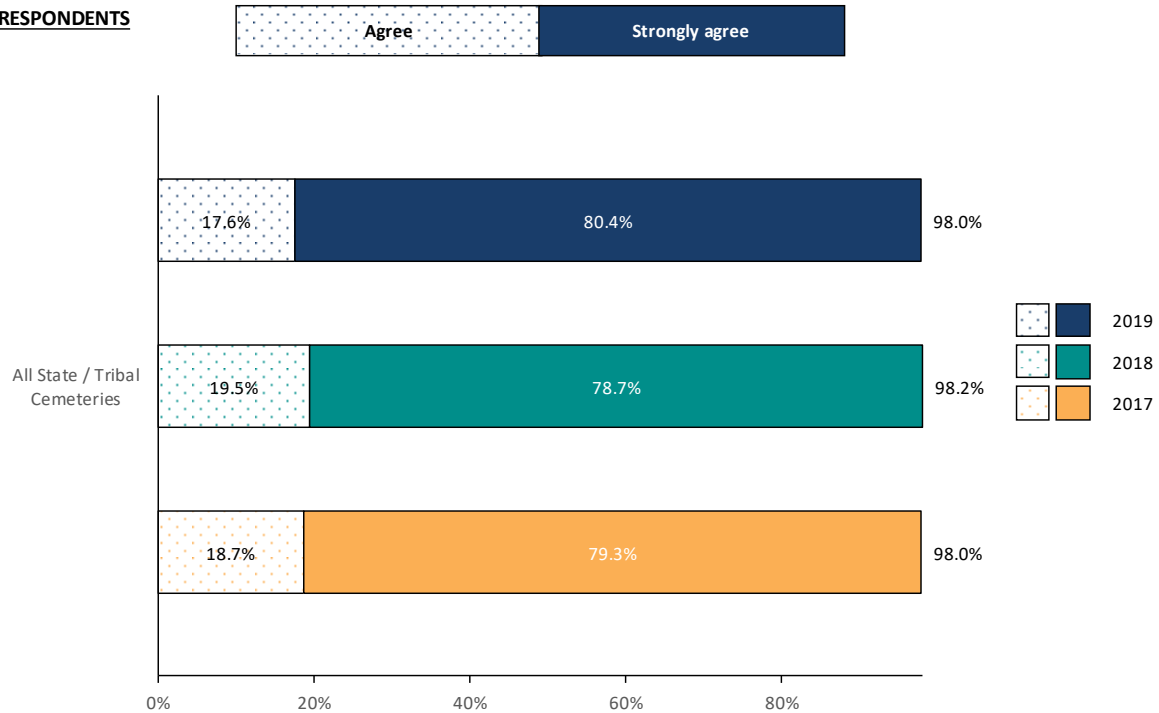
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9653	80.4%	1.7%	17.6%	1.3%	0.5%	0.3%
	2018	9736	78.7%	-0.6%	19.5%	1.2%	0.4%	0.2%
	2017	7770	79.3%	0.8%	18.7%	1.4%	0.4%	0.2%

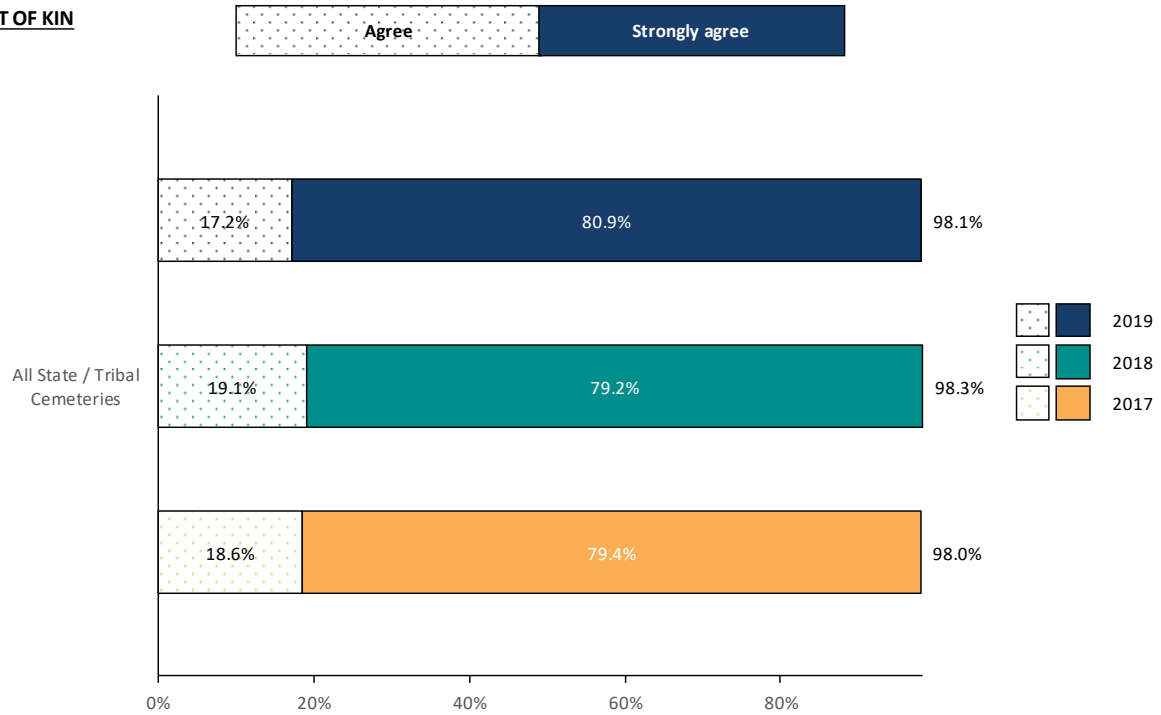
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

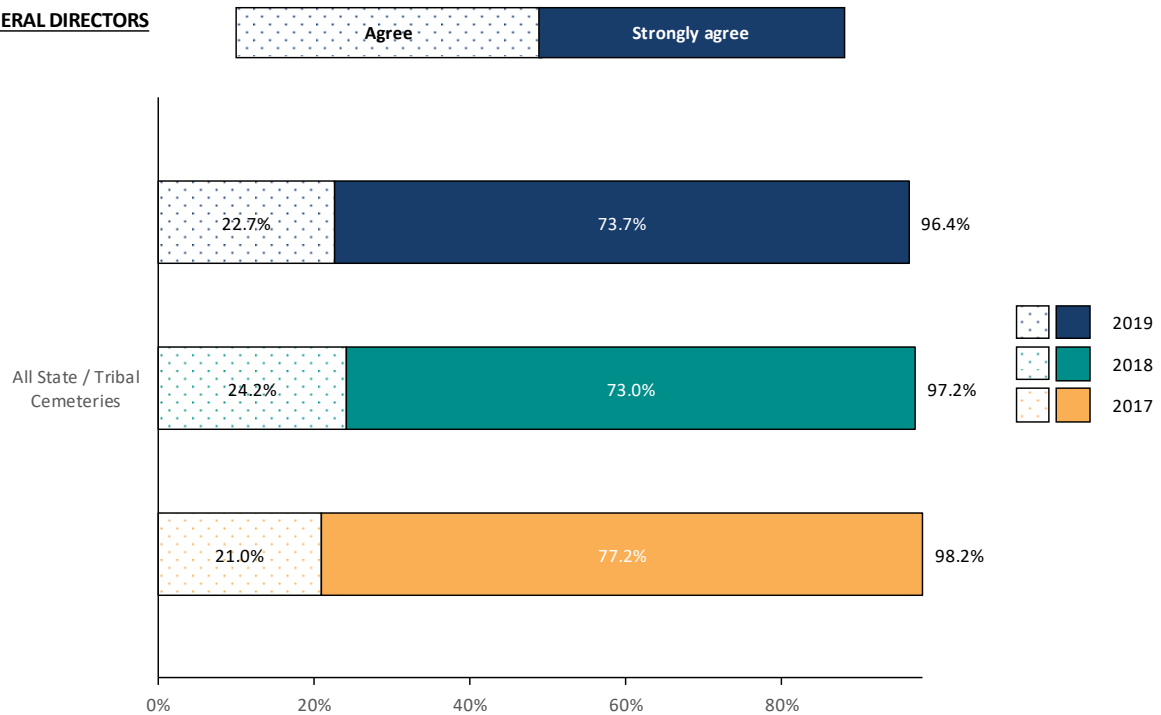
Overall Satisfaction Measures

Question 41/35: Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.

NEXT OF KIN



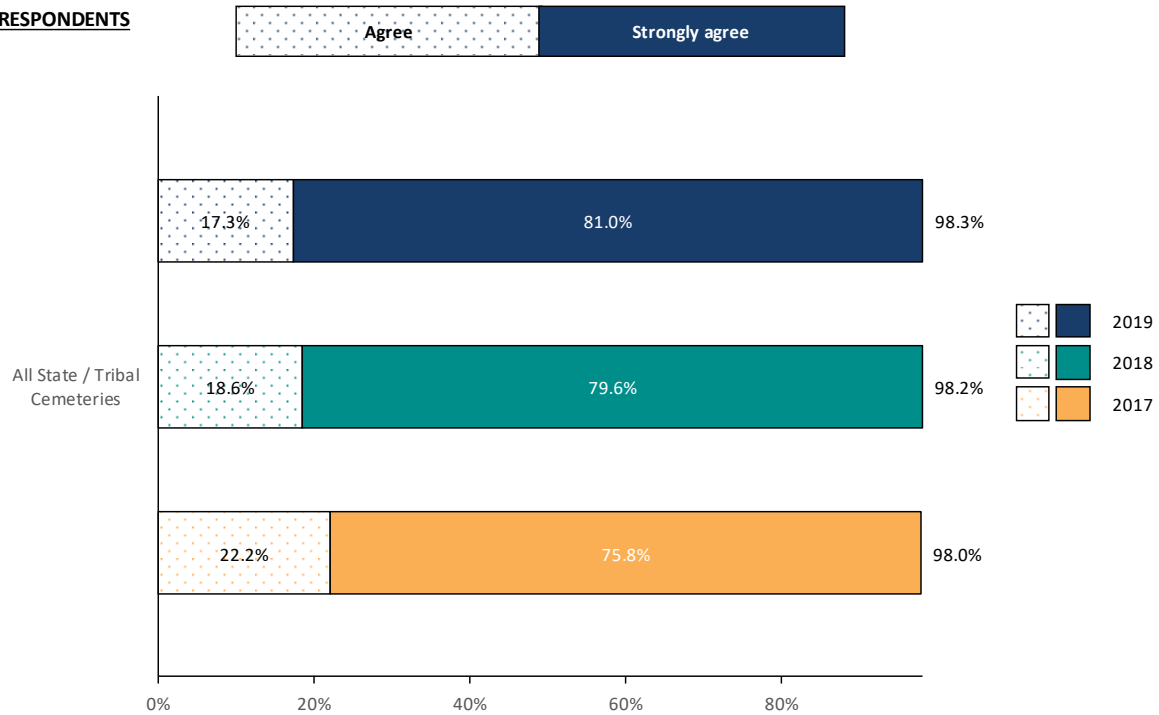
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 43/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9510	81.0%	1.4%	17.3%	1.5%	0.1%	0.1%
	2018	9568	79.6%	3.8%	18.6%	1.5%	0.2%	0.1%
	2017	7471	75.8%	0.7%	22.2%	1.7%	0.1%	0.1%

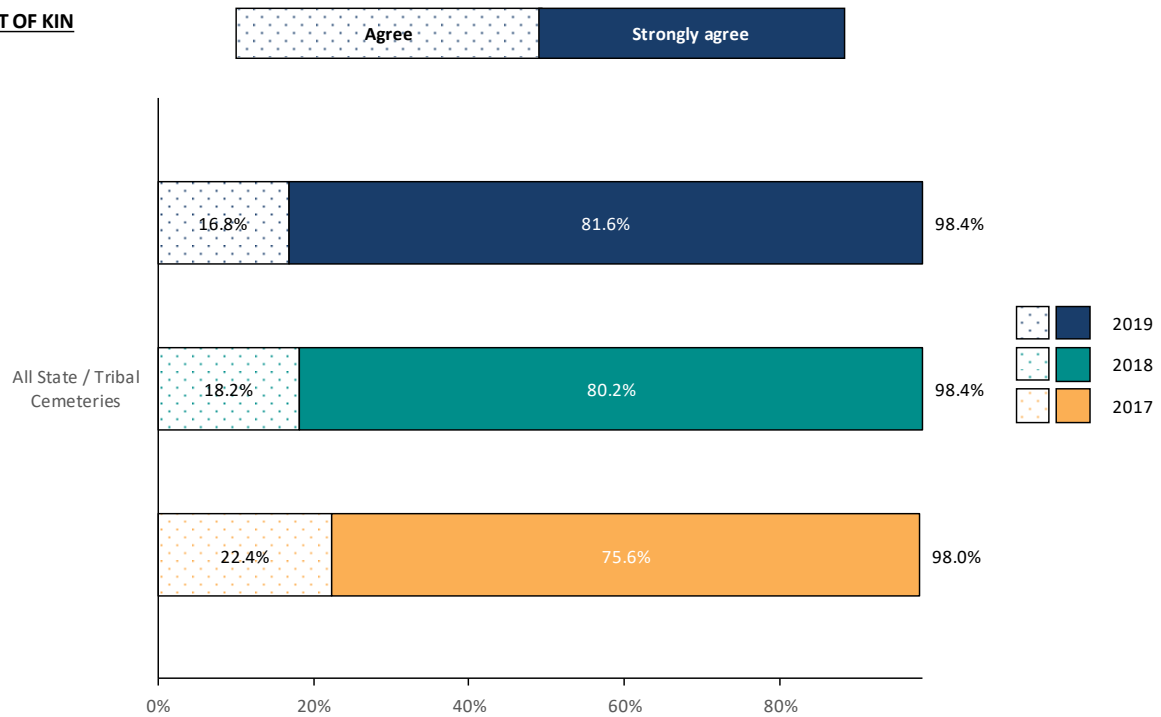
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

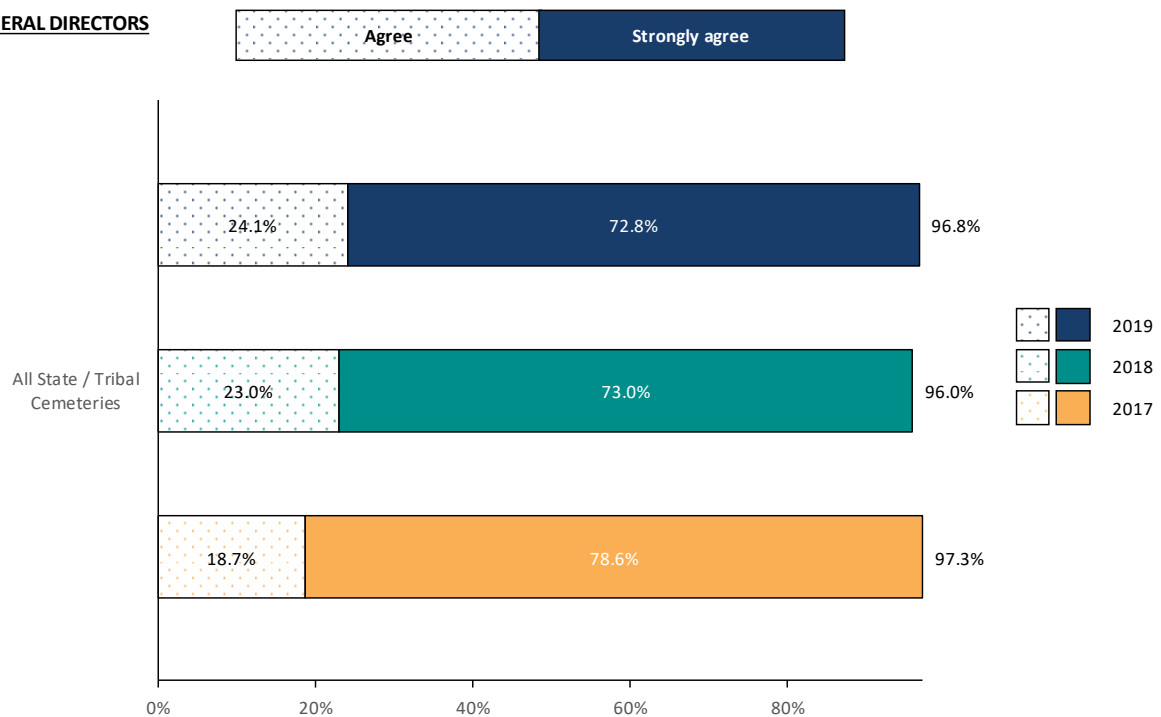
Overall Satisfaction Measures

Question 43/37: I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.

NEXT OF KIN



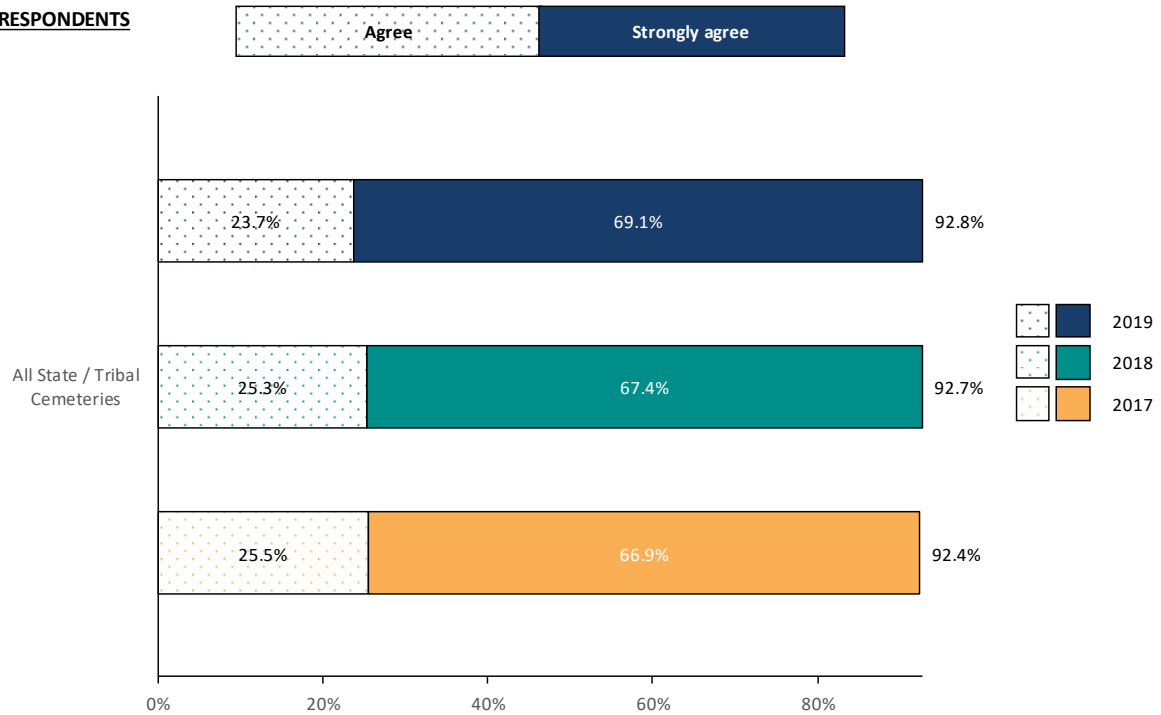
FUNERAL DIRECTORS



Overall Satisfaction Measures

Question 45/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9629	69.1%	1.7%	23.7%	6.1%	0.8%	0.3%
	2018	9694	67.4%	0.5%	25.3%	6.1%	0.8%	0.3%
	2017	7620	66.9%	0.5%	25.5%	6.3%	1.0%	0.3%

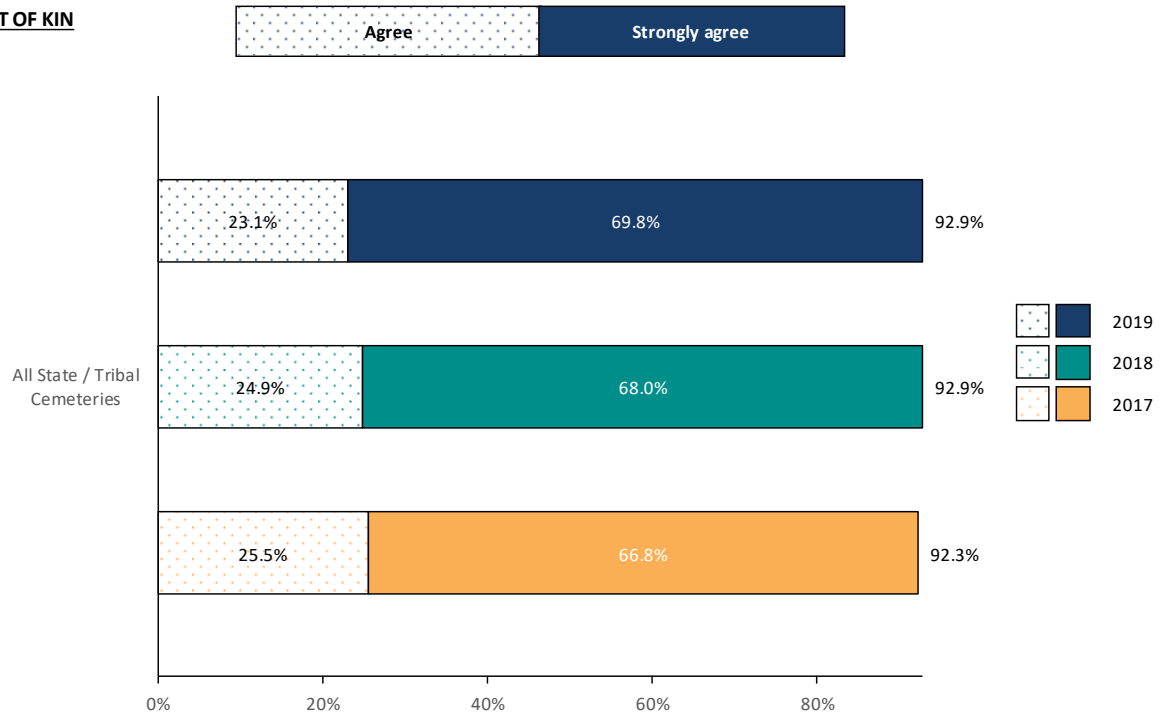
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

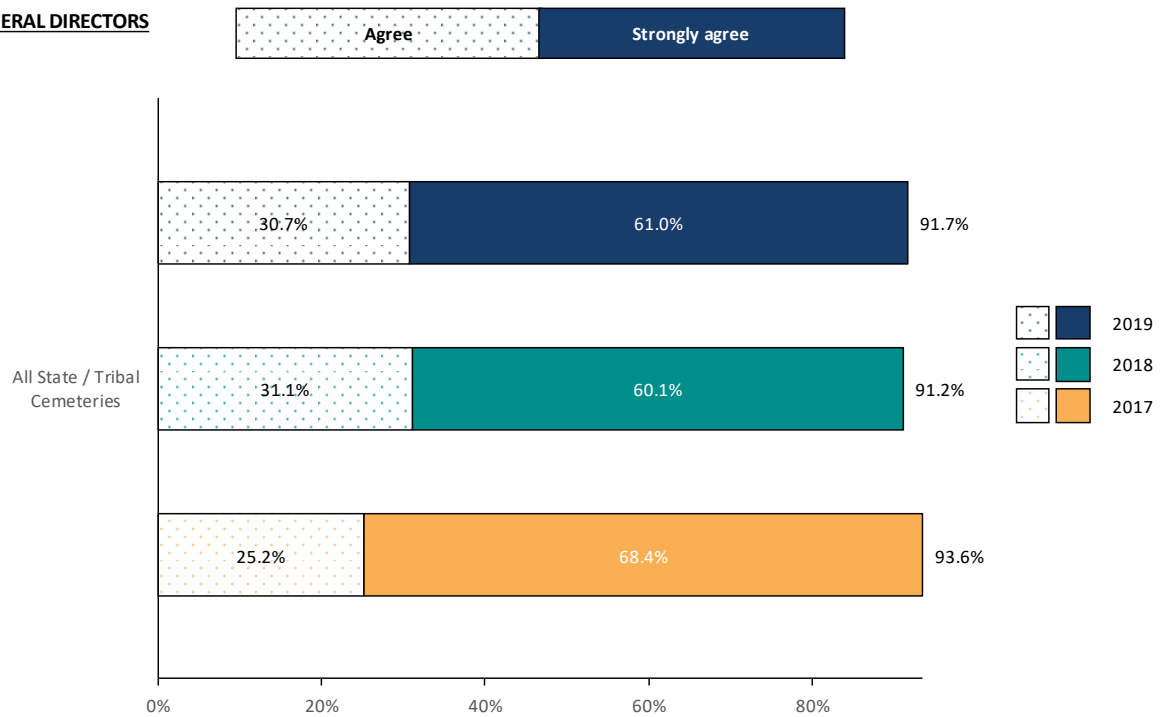
Overall Satisfaction Measures

Question 45/39: My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.

NEXT OF KIN



FUNERAL DIRECTORS





Trust

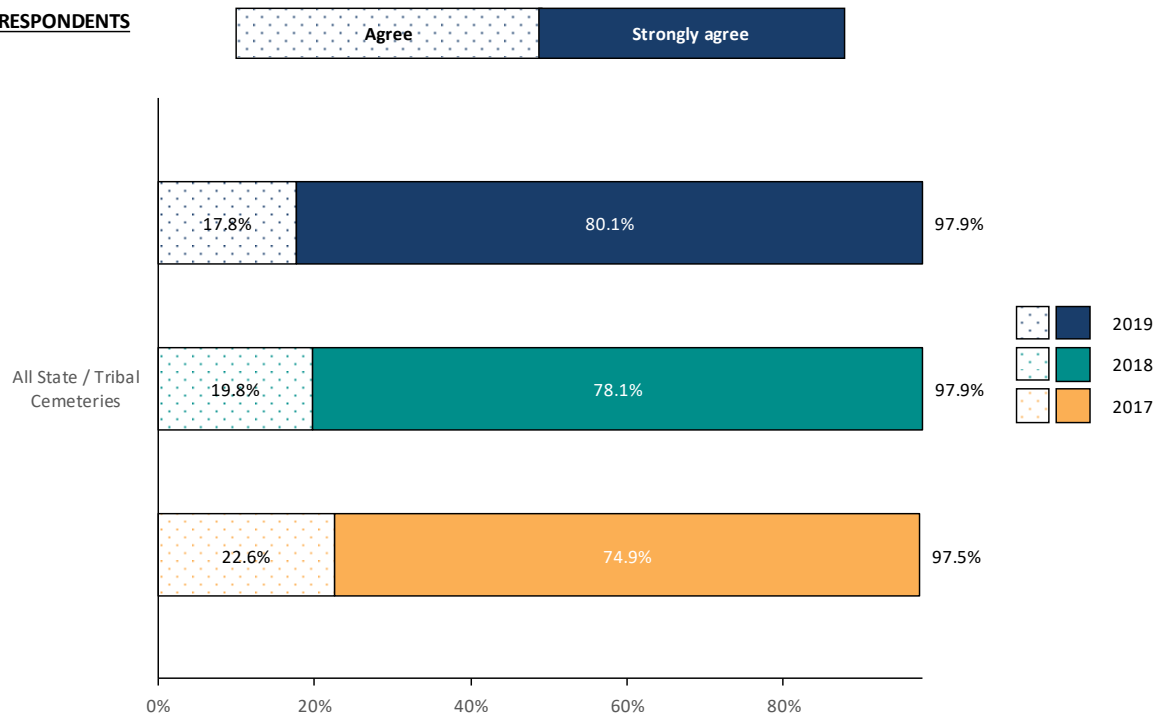
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with a State or Tribal Veterans Cemetery's commitment to maintain cemeteries as national shrines and to honor all Veterans such that NCA ensures that no Veteran ever dies.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.

Trust

Question 44/38: I am willing to rely on the state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9572	80.1%	2.0%	17.8%	1.9%	0.2%	0.1%
	2018	9636	78.1%	3.2%	19.8%	1.7%	0.3%	0.1%
	2017	7563	74.9%	0.6%	22.6%	2.2%	0.2%	0.1%

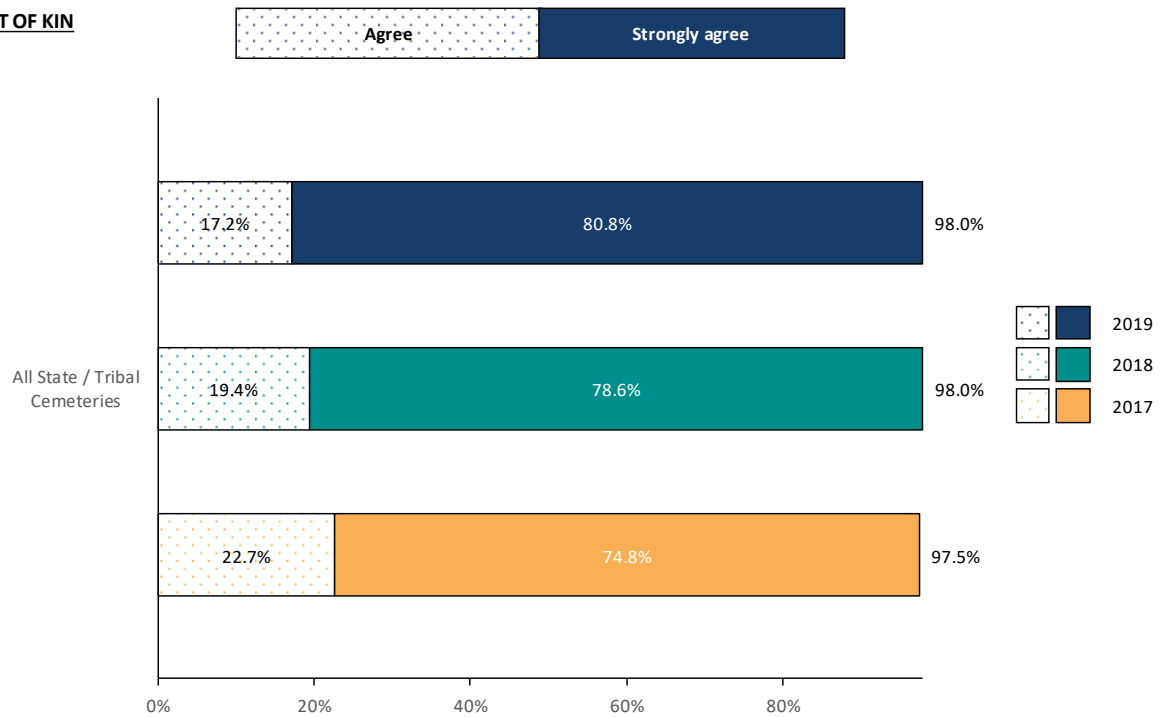
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

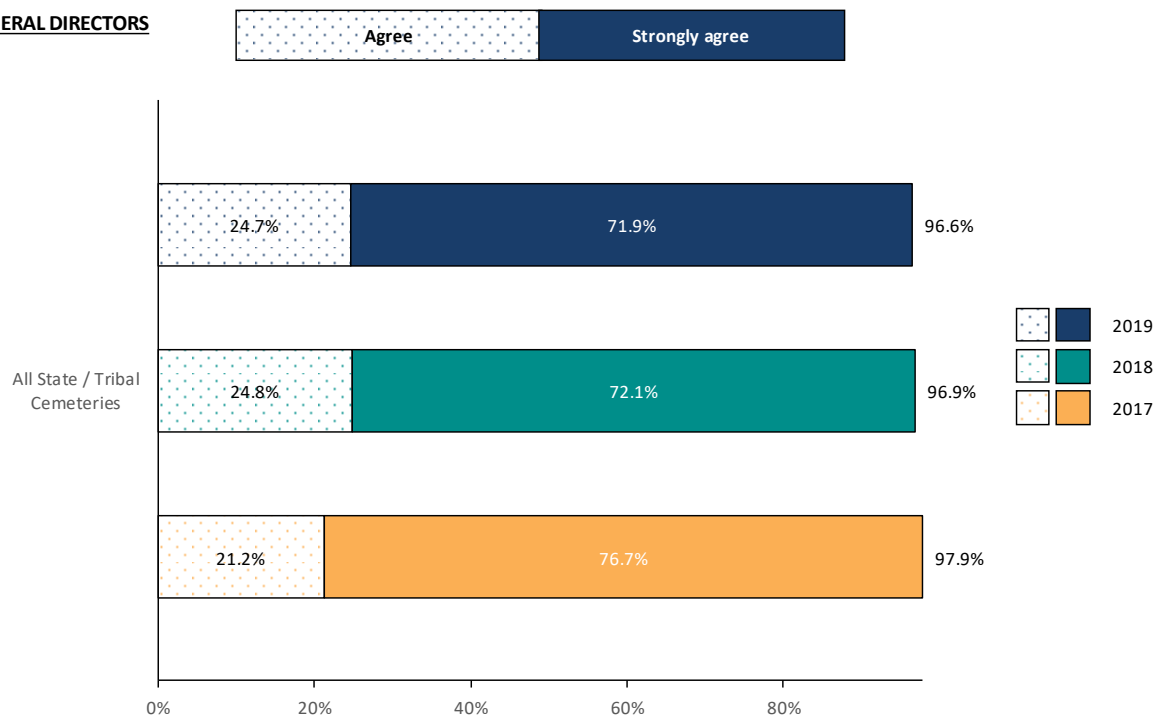
Trust

Question 44/38. I am willing to rely on the state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.

NEXT OF KIN



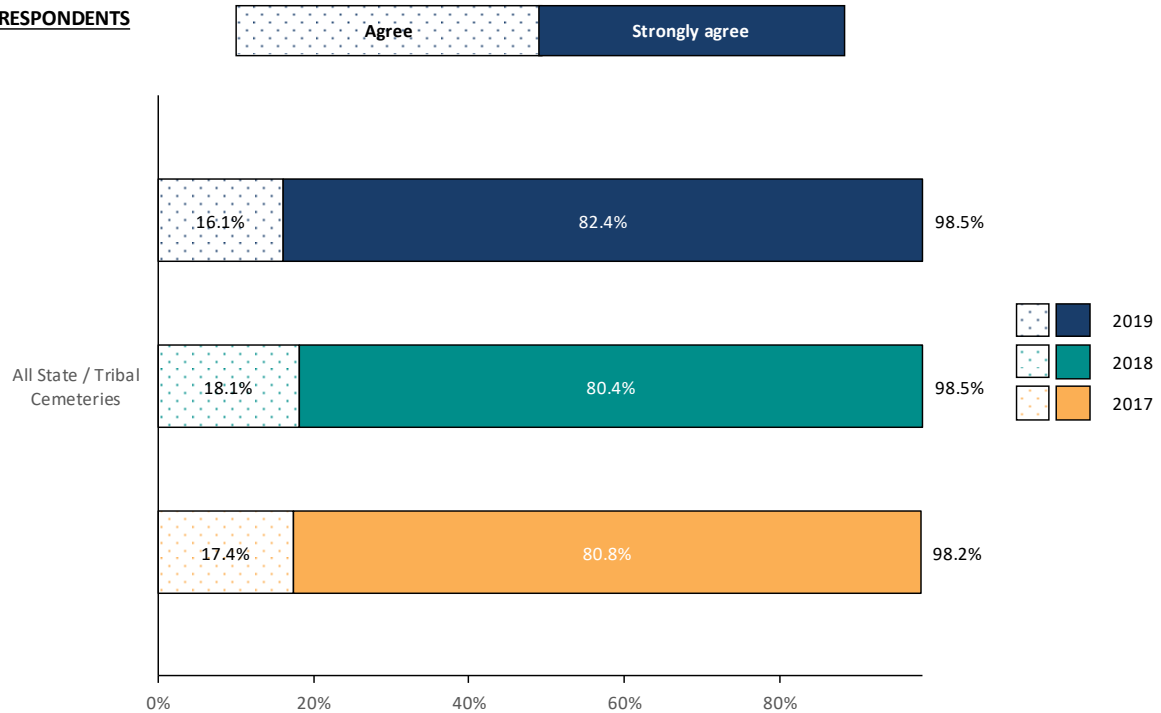
FUNERAL DIRECTORS



Trust

Question 33/27: The cemetery honors all Veterans and their service to our nation.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9377	82.4%	2.0%	16.1%	1.2%	0.2%	0.1%
	2018	9424	80.4%	-0.4%	18.1%	1.3%	0.1%	0.1%
	2017	7496	80.8%	0.7%	17.4%	1.5%	0.3%	0.1%

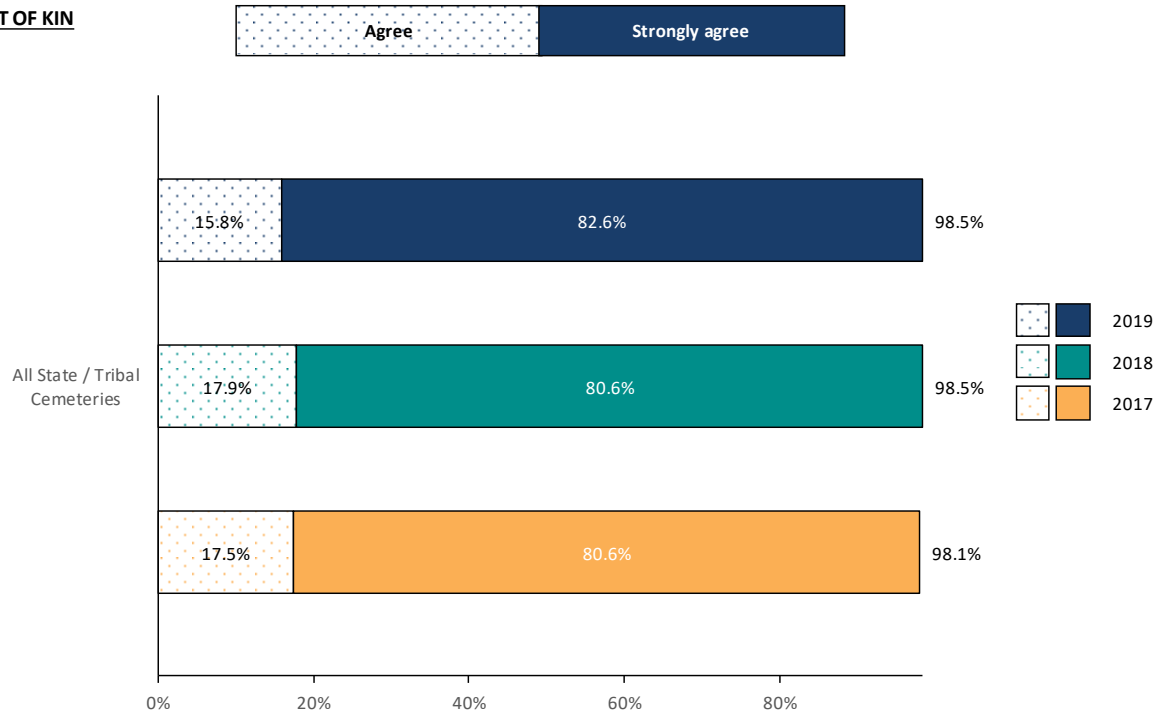
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

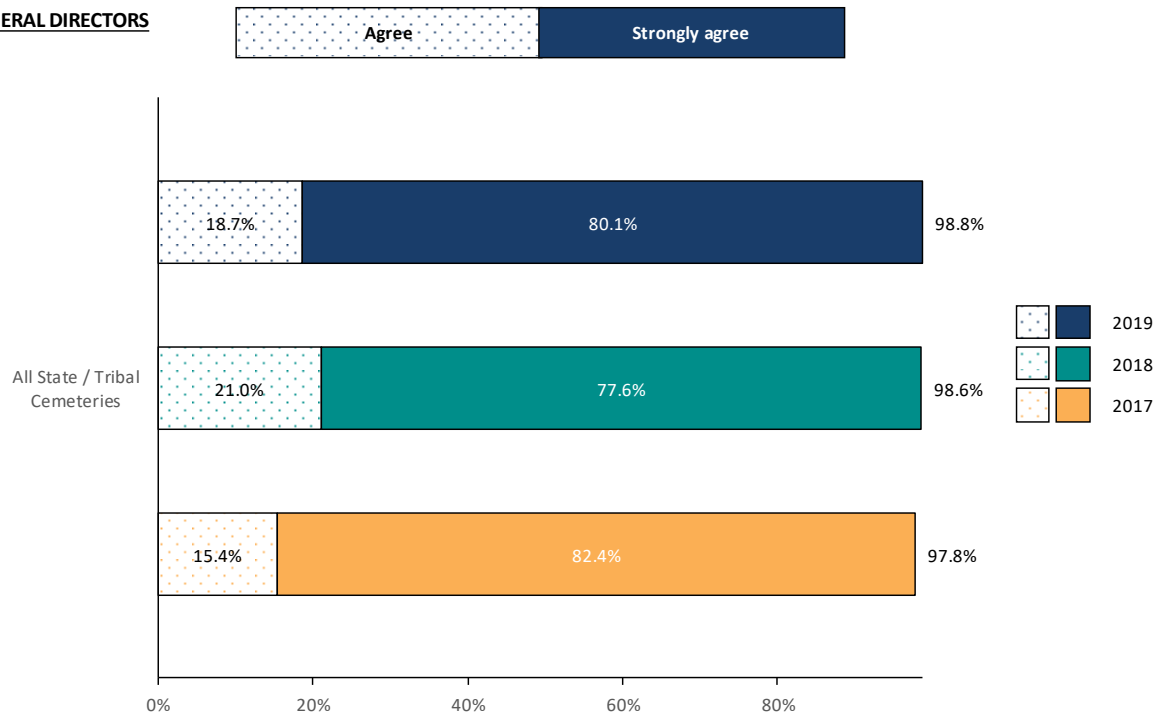
Trust

Question 33/27: The cemetery honors all Veterans and their service to our nation.

NEXT OF KIN



FUNERAL DIRECTORS



**Satisfaction with Information and
Communication
Next of Kin**

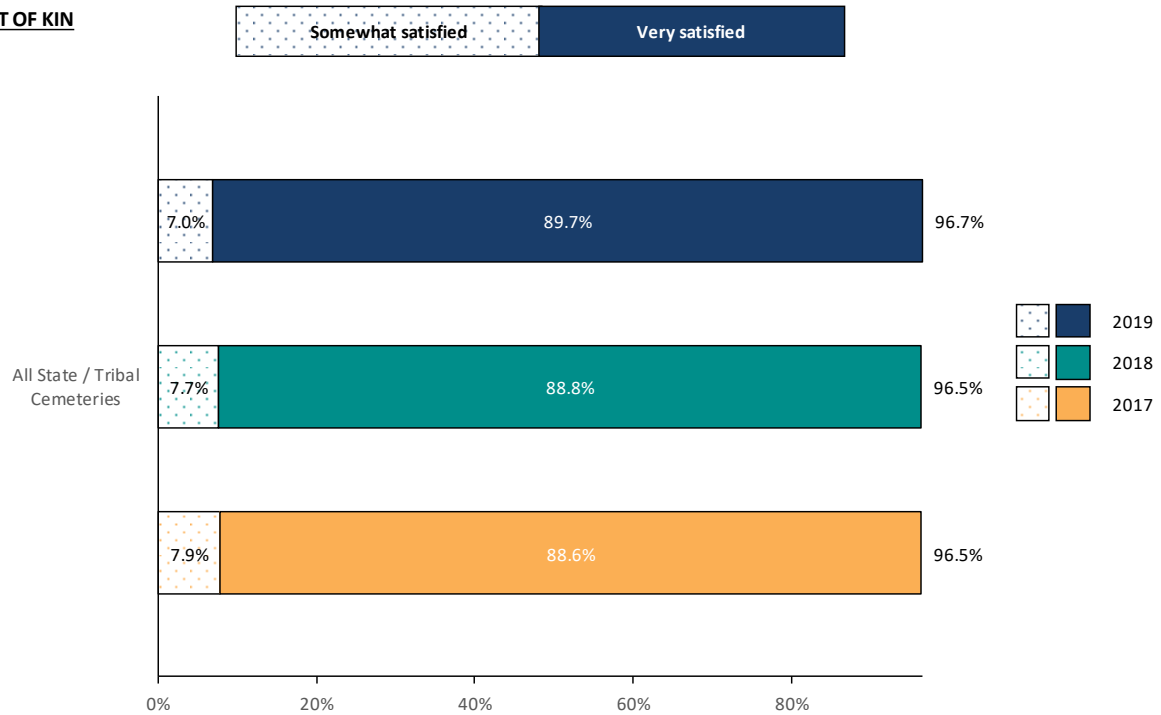
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the information they received throughout their experiences with the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with information and communication is presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

Information and Communication: Next of Kin

Question 8: Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

NEXT OF KIN

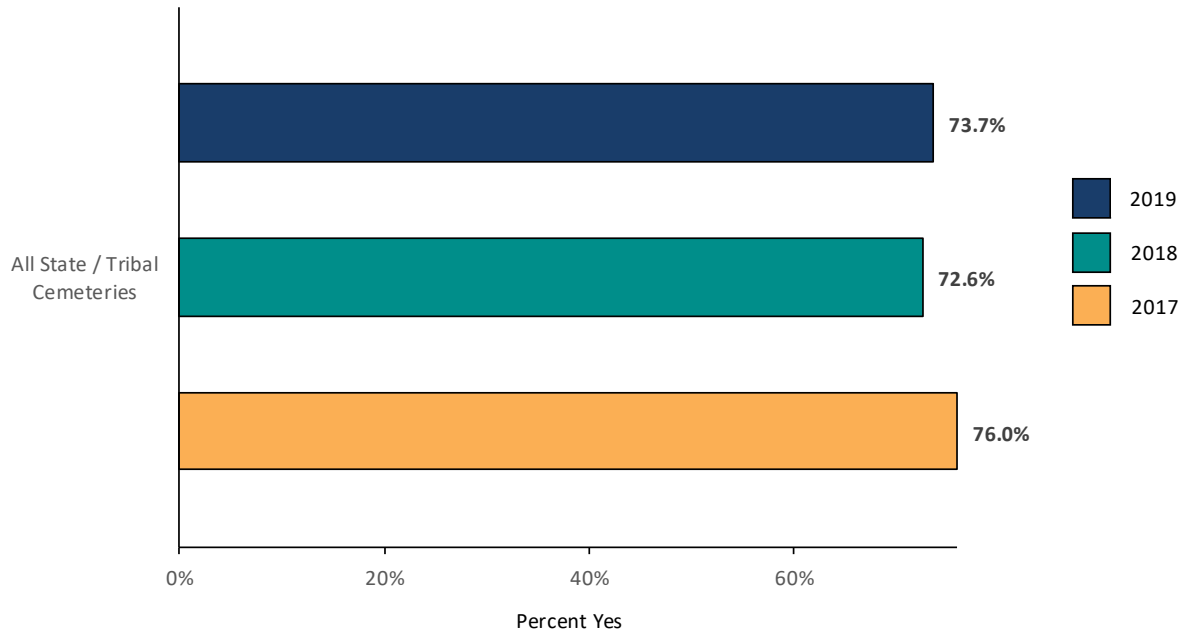


	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	8956	89.7%	0.9%	7.0%	2.2%	0.7%	0.4%
	2018	8967	88.8%	0.2%	7.7%	2.4%	0.7%	0.3%
	2017	7322	88.6%	0.8%	7.9%	2.6%	0.6%	0.3%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Question 5: Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

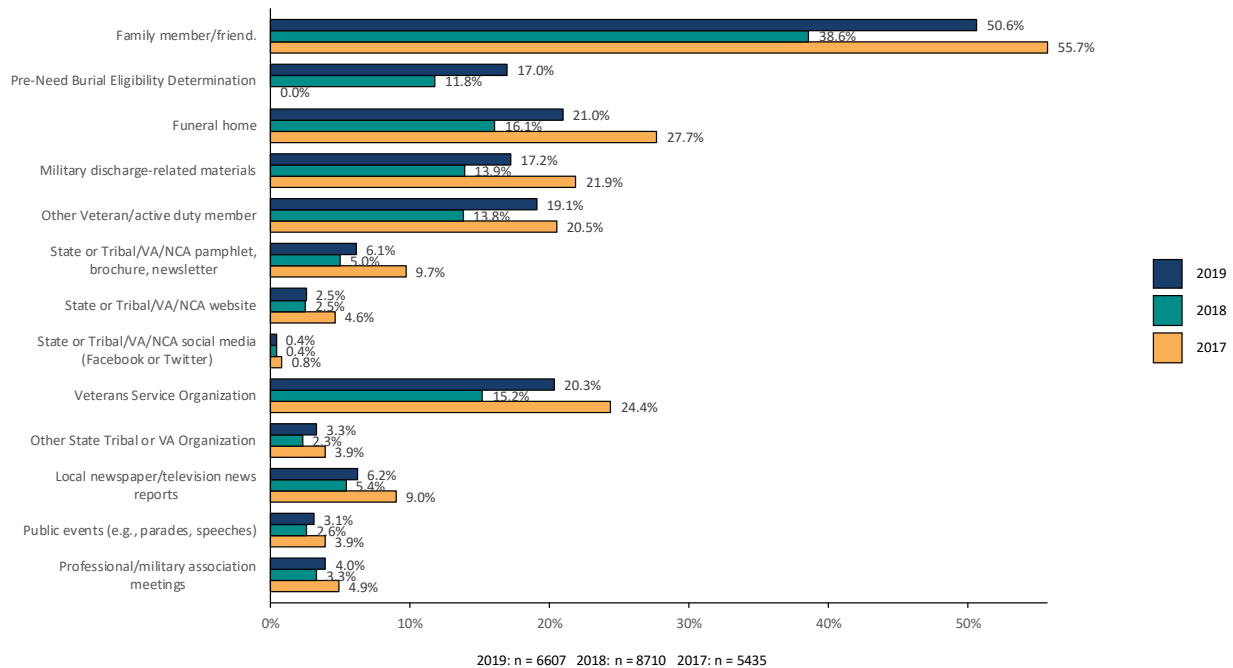
NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2019	8970	73.7%	26.3%
	2018	9051	72.6%	27.4%
	2017	7236	76.0%	24.0%

Question 6: How did you learn of these benefits prior to your time of need? (Mark all that apply)

NEXT OF KIN

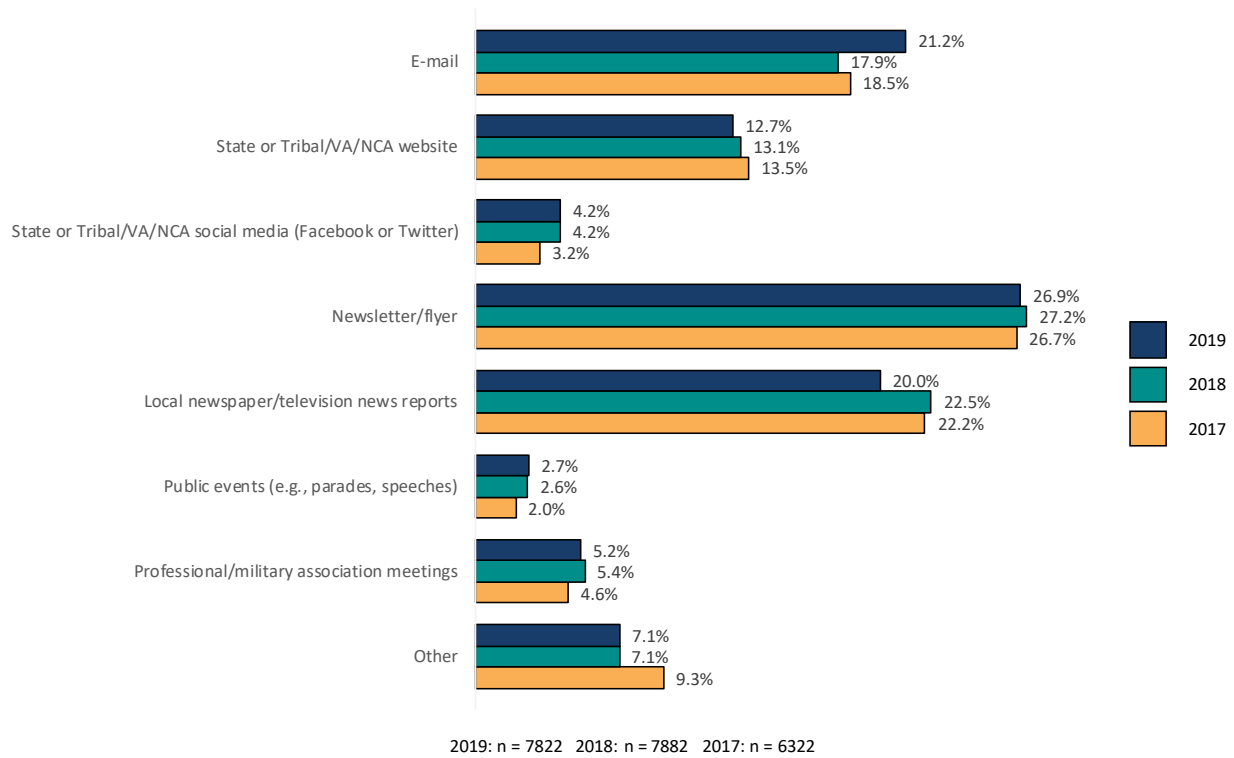


Note: As respondents could select more than one response option, percentages may not sum to 100.

Only respondents that indicated "Yes" to Question 5 (NoK) received this question.

Information and Communication: Next of Kin

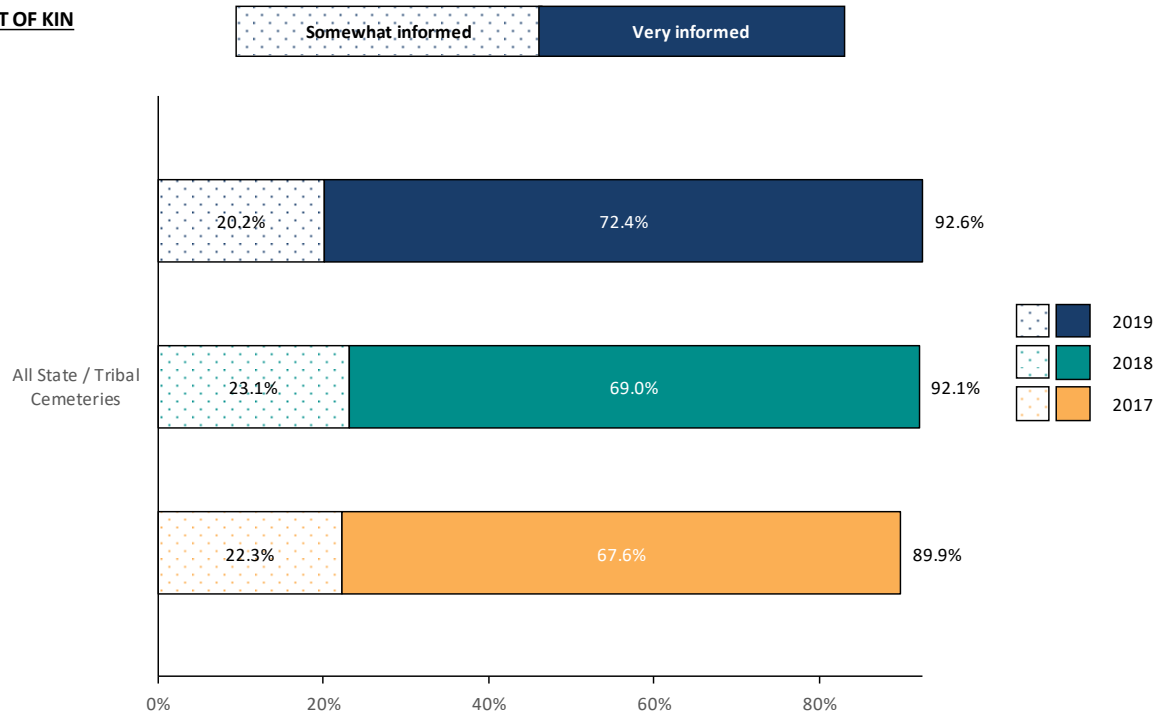
Question 7: Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)



Information and Communication: Next of Kin

Question 9: To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

NEXT OF KIN

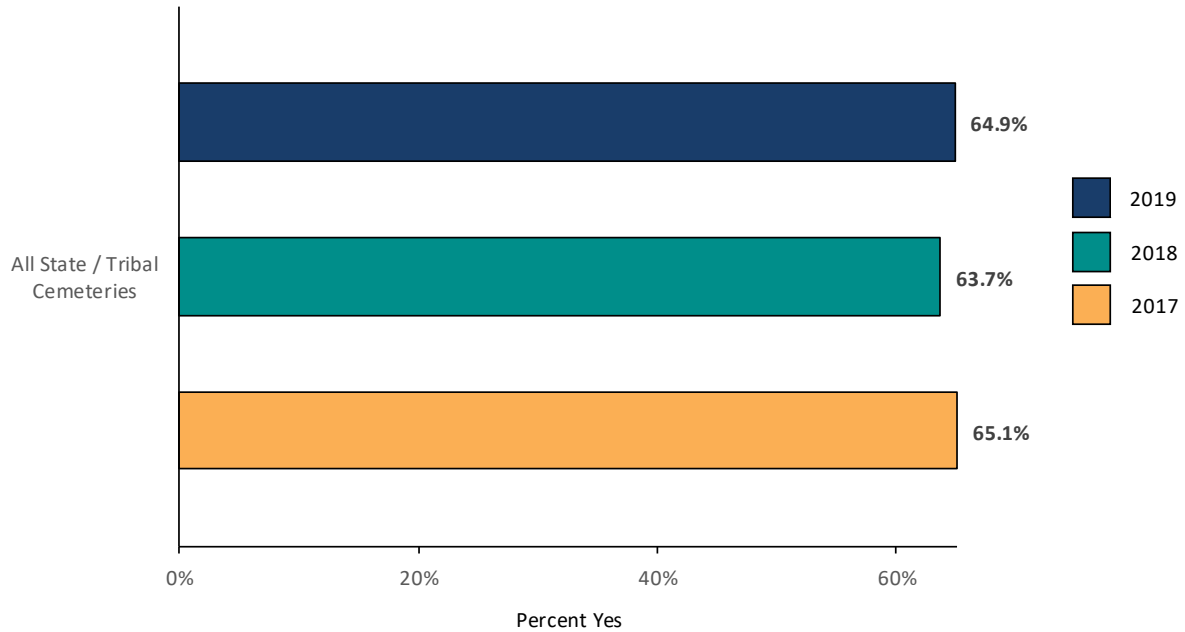


	Year	n	Very informed	*Change Score	Somewhat informed	Neither / nor	Somewhat uninformed	Very uninformed
All State / Tribal Cemeteries	2019	8899	72.4%	3.4%	20.2%	3.8%	2.0%	1.6%
	2018	8921	69.0%	1.4%	23.1%	4.4%	1.8%	1.7%
	2017	7302	67.6%	1.9%	22.3%	5.3%	2.7%	2.1%

*The change scores represent the difference between the "Very informed" categories for the row year and the previous year.

Question 23: If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

NEXT OF KIN



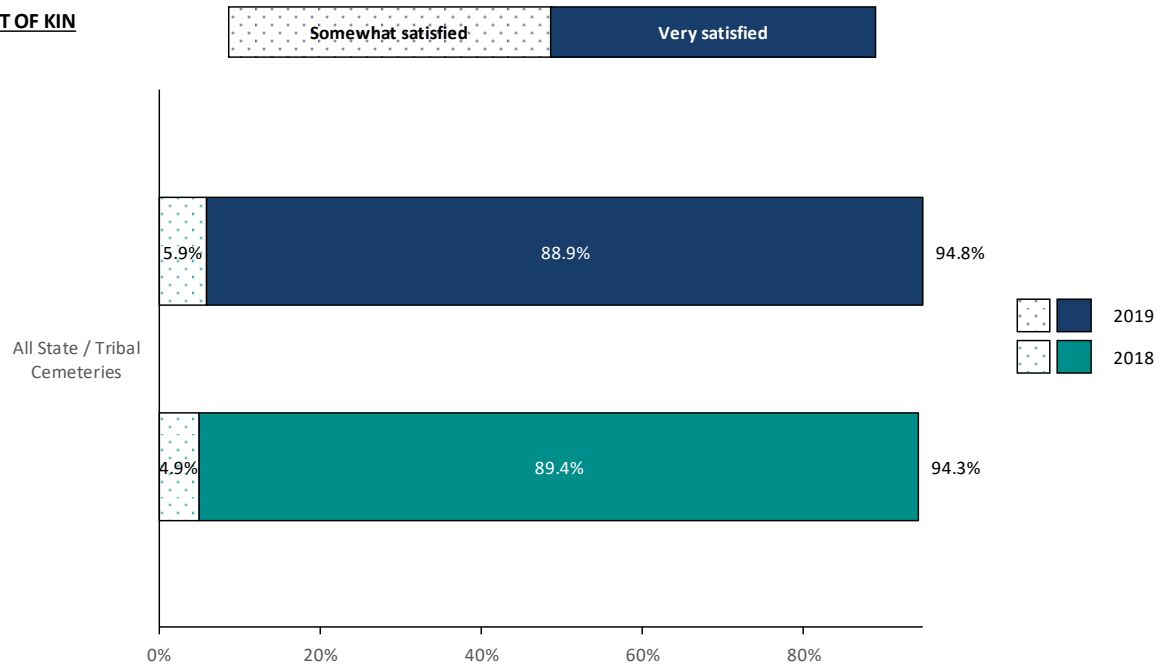
	Year	n	Yes	No
All State / Tribal Cemeteries	2019	6957	64.9%	35.1%
	2018	7086	63.7%	36.3%
	2017	5161	65.1%	34.9%

Only respondents whose loved one was a Veteran received this question.

Information and Communication: Next of Kin

Question 24: How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from the VA?

NEXT OF KIN



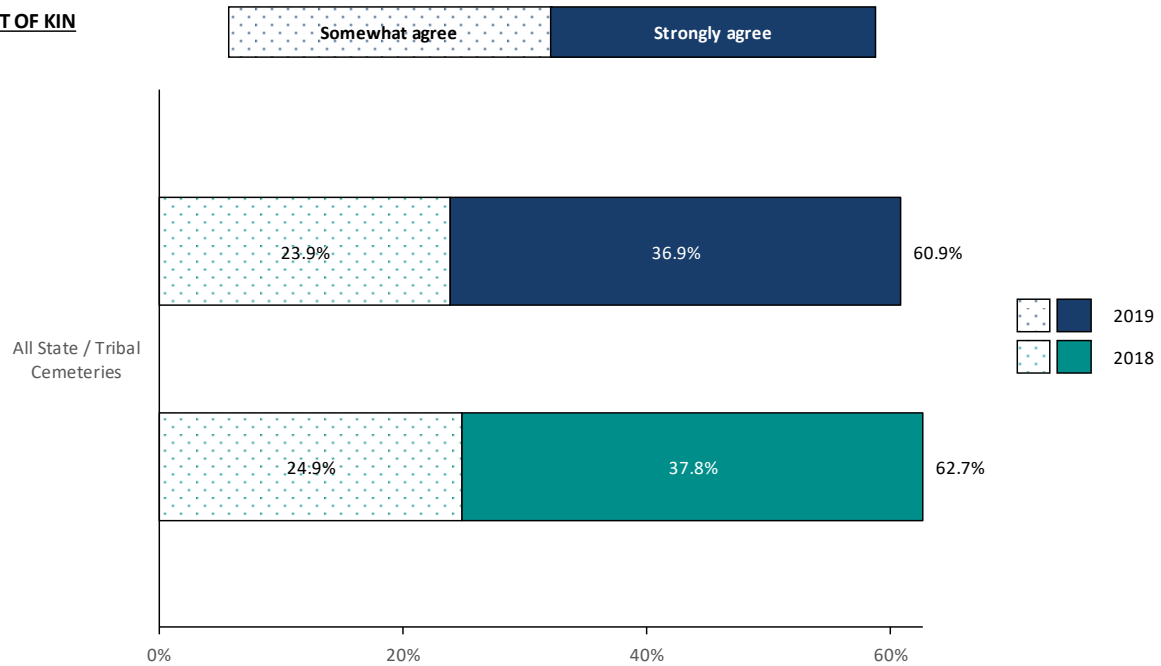
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	4341	88.9%	-0.5%	5.9%	4.1%	0.7%	0.4%
	2018	4435	89.4%	89.4%	4.9%	4.0%	1.0%	0.7%

Only respondents that indicated "Yes" to Question 23 (NOK) received this question.

Information and Communication: Next of Kin

Question 25: Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.

NEXT OF KIN



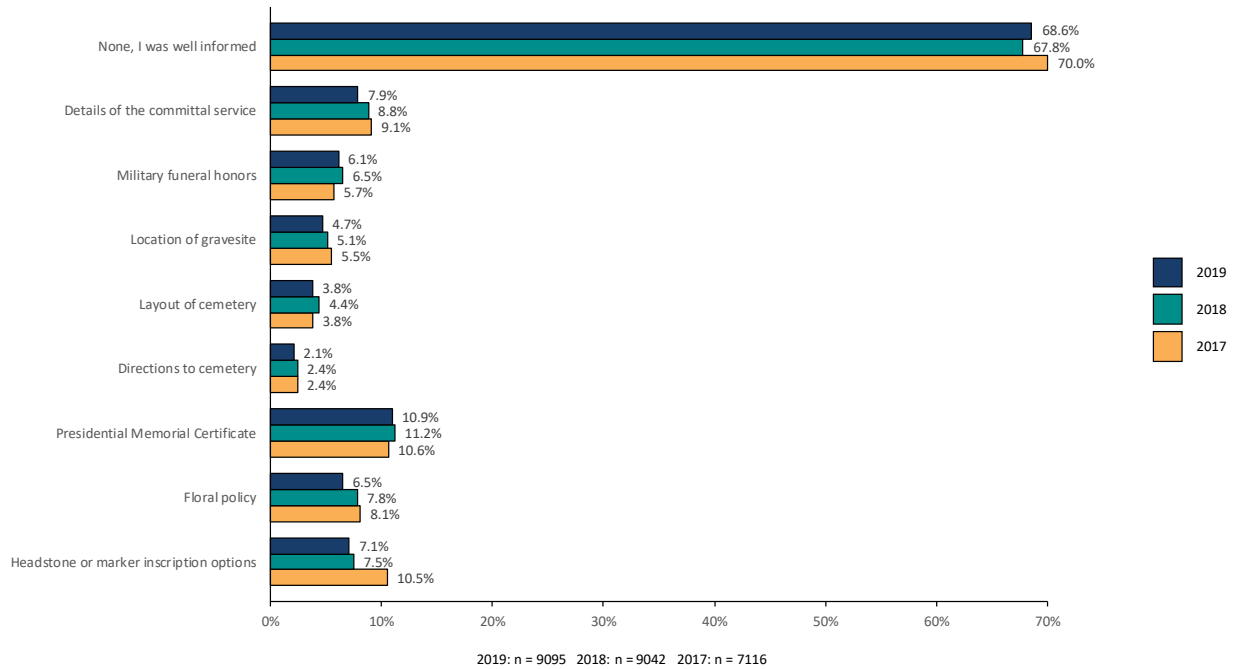
	Year	n	Strongly agree	*Change Score	Somewhat agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	4335	36.9%	-0.9%	23.9%	34.0%	4.0%	1.1%
	2018	4435	37.8%	37.8%	24.9%	32.6%	3.7%	1.0%

Only respondents that indicated "Yes" to Question 23 (NOK) received this question.

Information and Communication: Next of Kin

Question 26: Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

NEXT OF KIN



Note: As respondents could select more than one response option, percentages may not sum to 100.

Satisfaction with Information and Communication Funeral Directors

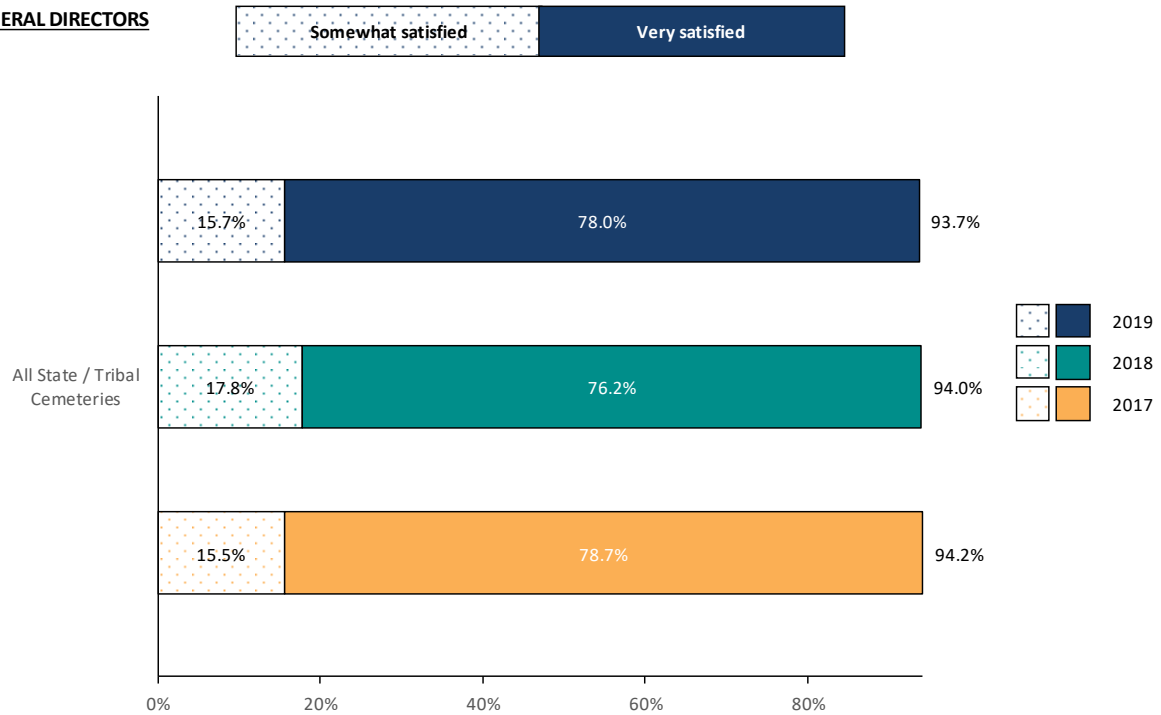
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with the information they receive from the State or Tribal Veterans Cemetery with which they most frequently do business.
- Measures of overall satisfaction with information and communication are presented first, followed by responses to individual survey questions. This section also presents a question-by-question comparative analysis (Element of Comparison).
- Due to rounding, some percentages may not sum to 100%.

Information and Communication: Funeral Directors

Question 10: Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



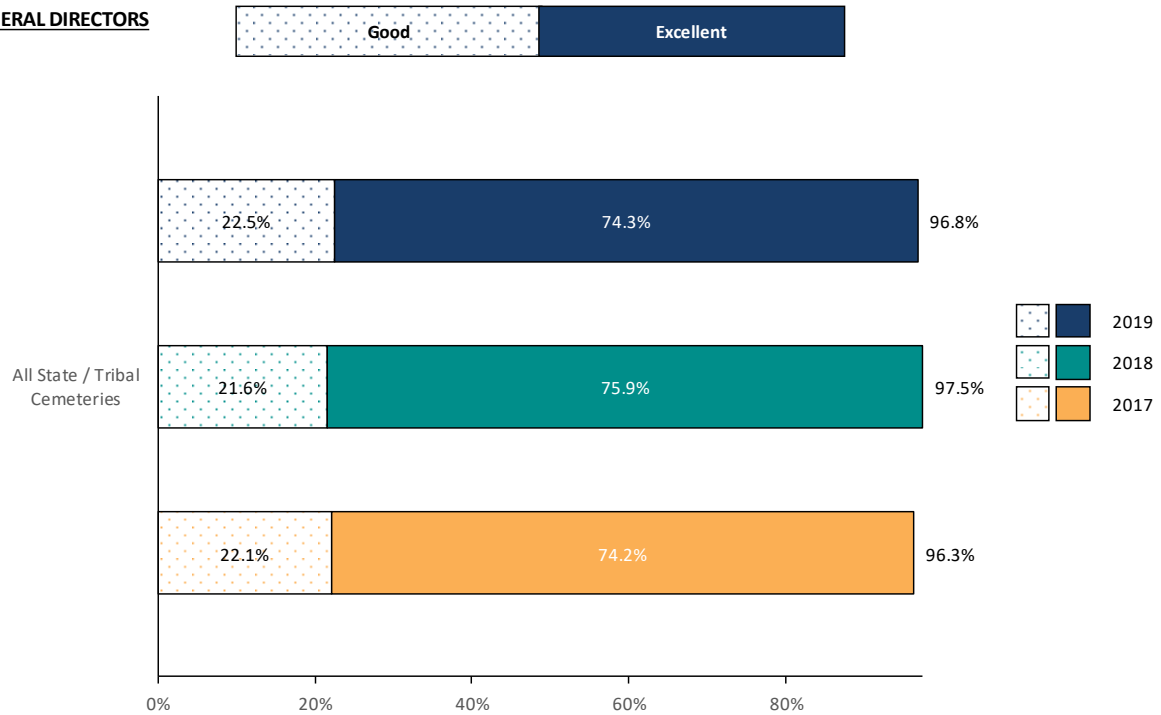
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	715	78.0%	1.8%	15.7%	4.9%	0.4%	1.0%
	2018	701	76.2%	-2.5%	17.8%	4.1%	0.6%	1.3%
	2017	511	78.7%	0.8%	15.5%	3.5%	2.2%	0.2%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Information and Communication: Funeral Directors

Question 5: How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

FUNERAL DIRECTORS



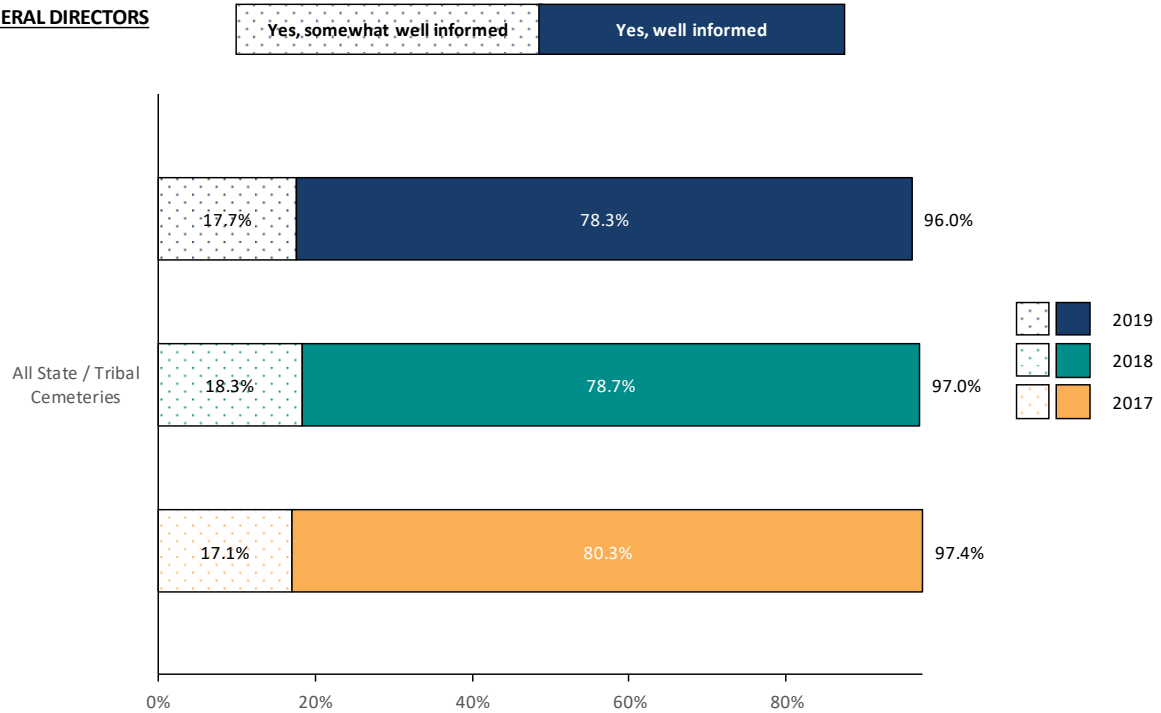
	Year	n	Excellent	*Change Score	Good	Fair	Poor
All State / Tribal Cemeteries	2019	724	74.3%	-1.6%	22.5%	2.2%	1.0%
	2018	696	75.9%	1.7%	21.6%	1.9%	0.7%
	2017	493	74.2%	2.7%	22.1%	2.2%	1.4%

*The change scores represent the difference between the "Excellent" categories for the row year and the previous year.

Information and Communication: Funeral Directors

Question 6: Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

FUNERAL DIRECTORS

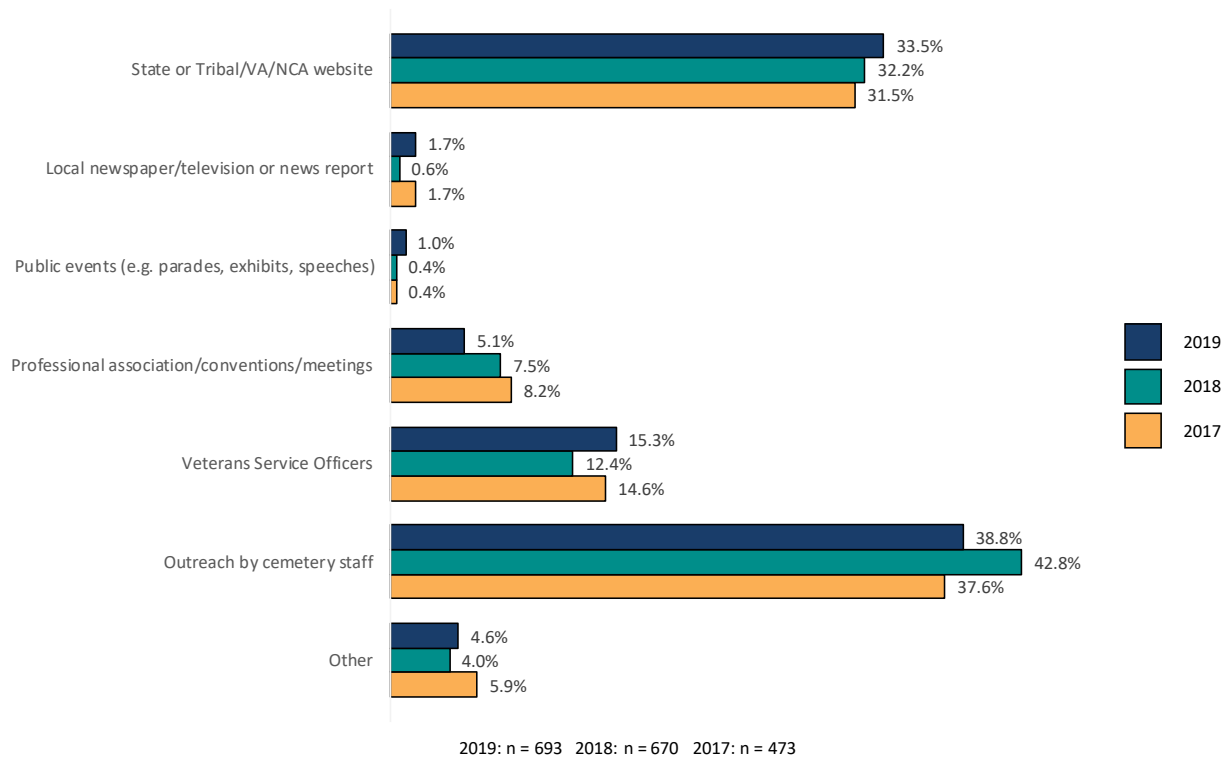


	Year	n	Yes, well informed	*Change Score	Yes, somewhat well informed	No, not well informed
All State / Tribal Cemeteries	2019	724	78.3%	-0.4%	17.7%	4.0%
	2018	695	78.7%	-1.6%	18.3%	3.0%
	2017	497	80.3%	0.4%	17.1%	2.6%

*The change scores represent the difference between the "Yes, well informed" categories for the row year and the previous year.

Information and Communication: Funeral Directors

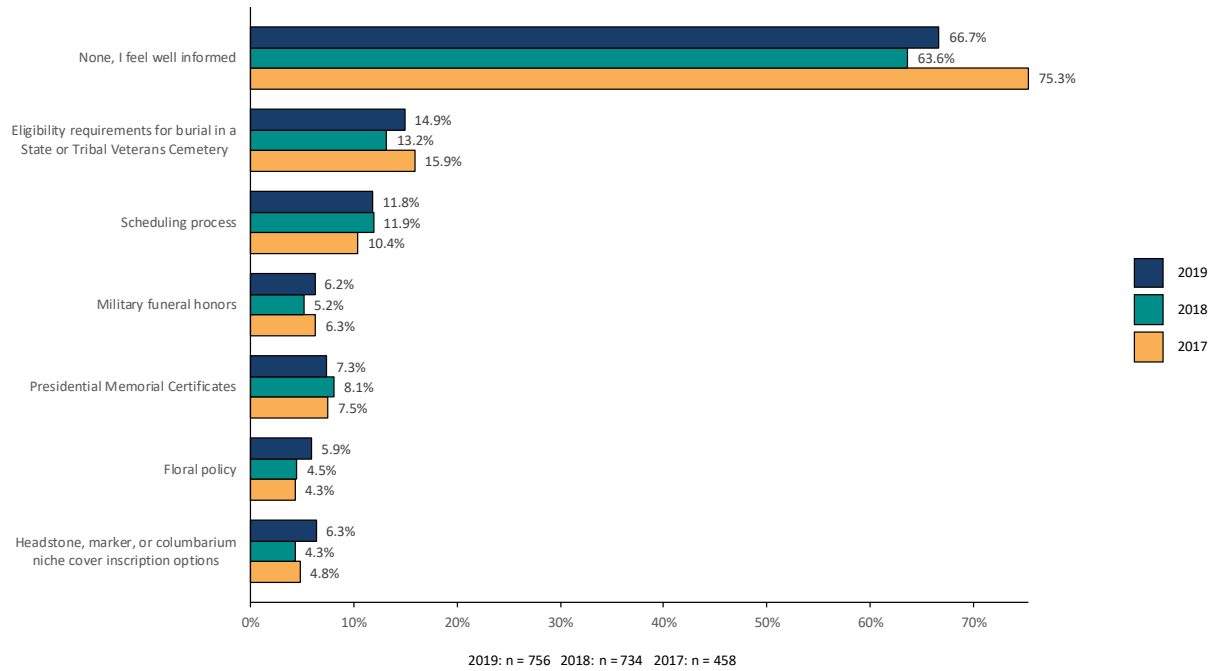
Question 7: In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)



Information and Communication: Funeral Directors

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

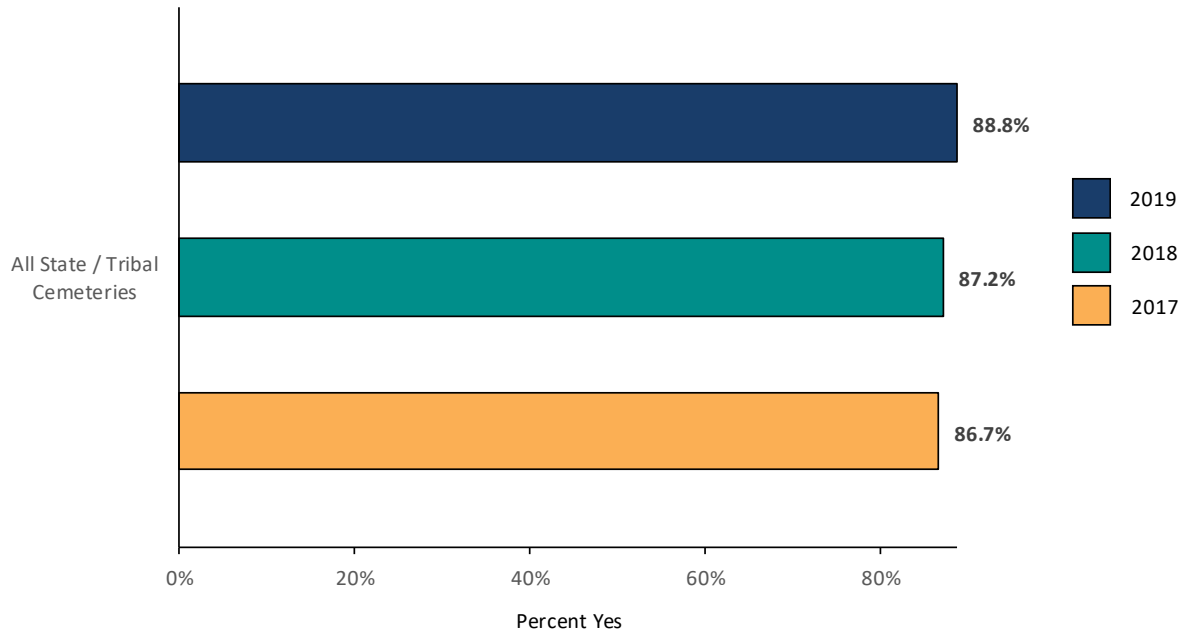
FUNERAL DIRECTORS



Note: As respondents could select more than one response option, percentages may not sum to 100.

Question 13: Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery, including eligibility for National Guard, Reservists, and Veteran dependents?

FUNERAL DIRECTORS

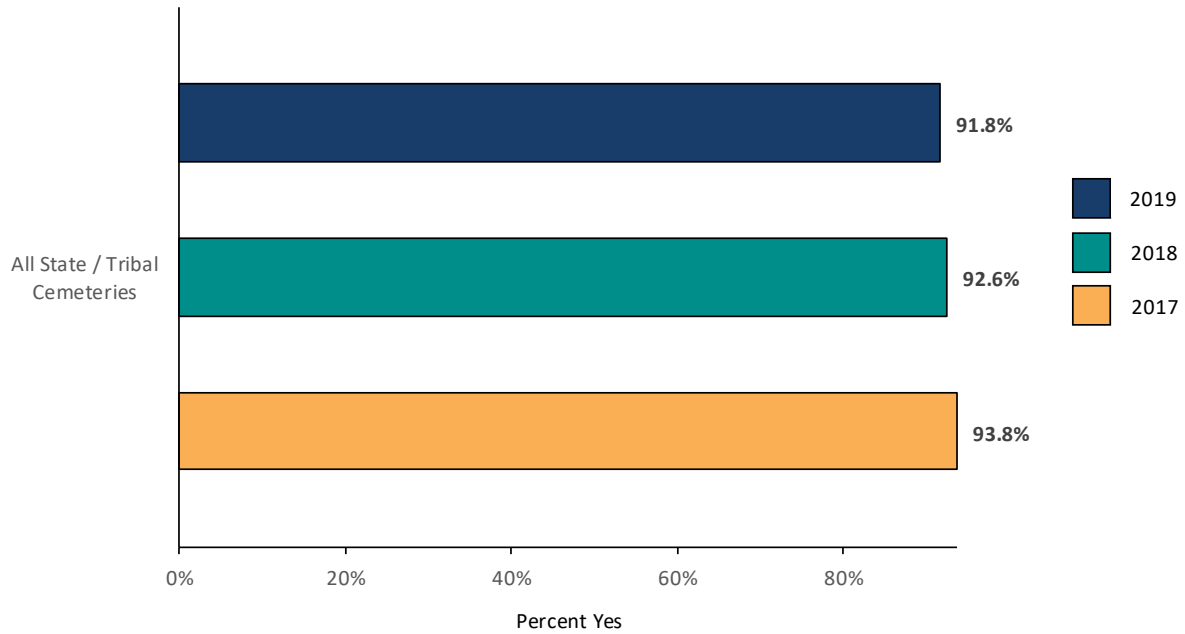


	Year	n	Yes	No
All State / Tribal Cemeteries	2019	715	88.8%	11.2%
	2018	697	87.2%	12.8%
	2017	517	86.7%	13.3%

Information and Communication: Funeral Directors

Question 16: Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

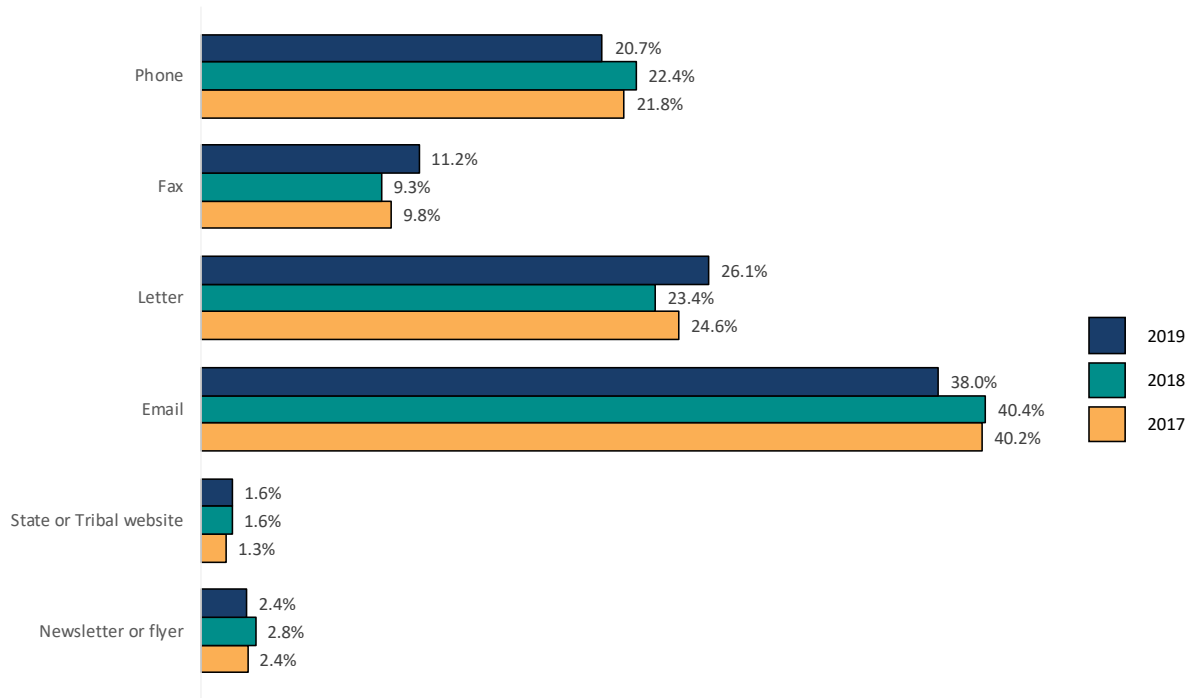
FUNERAL DIRECTORS



	Year	n	Yes	No
All State / Tribal Cemeteries	2019	718	91.8%	8.2%
	2018	692	92.6%	7.4%
	2017	520	93.8%	6.2%

Information and Communication: Funeral Directors

Question 9: What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)



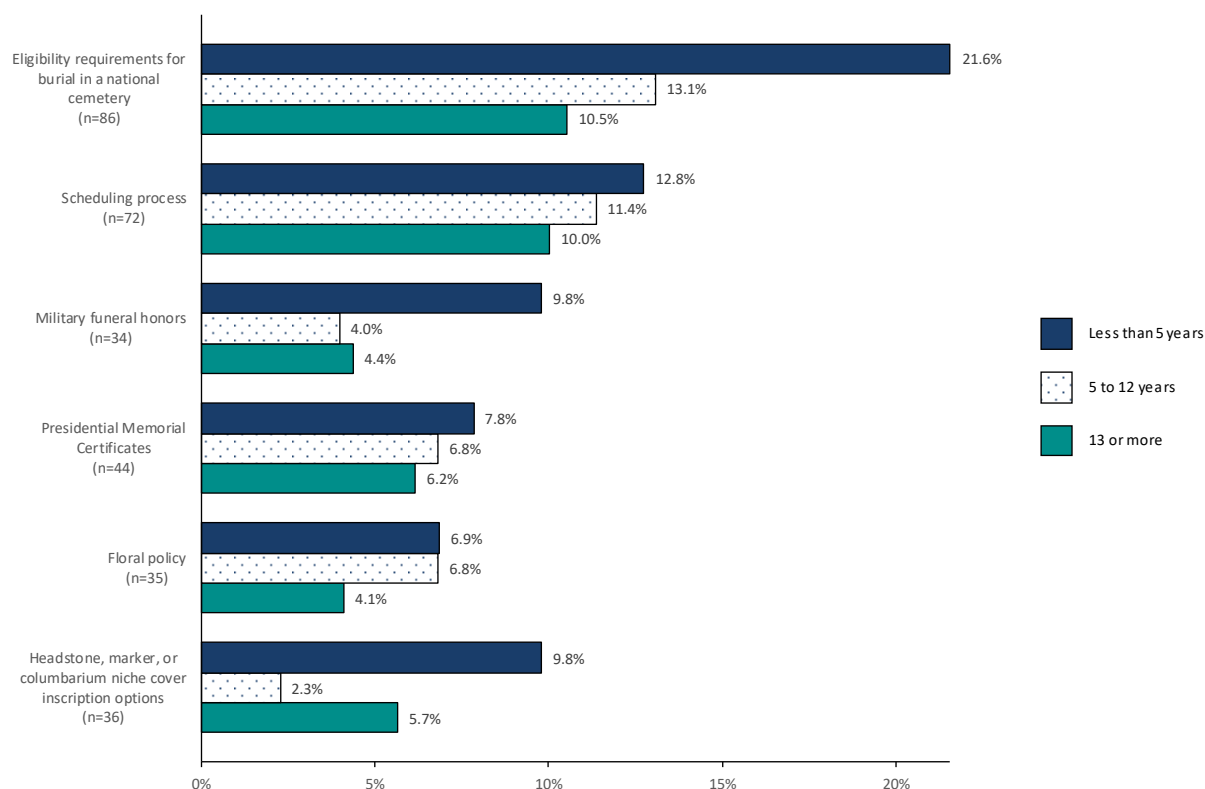
2019: n = 677 2018: n = 674 2017: n = 468

ELEMENT OF COMPARISON

“What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?” by “How long has your funeral home worked with this State or Tribal Veterans Cemetery?”

Question 8: What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about?

Question 3: How long has your funeral home worked with this State or Tribal Veterans Cemetery?



Note: As respondents could select more than one response option, percentages may not sum to 100.

Note: Percentages reflect proportions of respondents within each Question 3 subgroup.

Satisfaction with Committal Service(s) Next of Kin

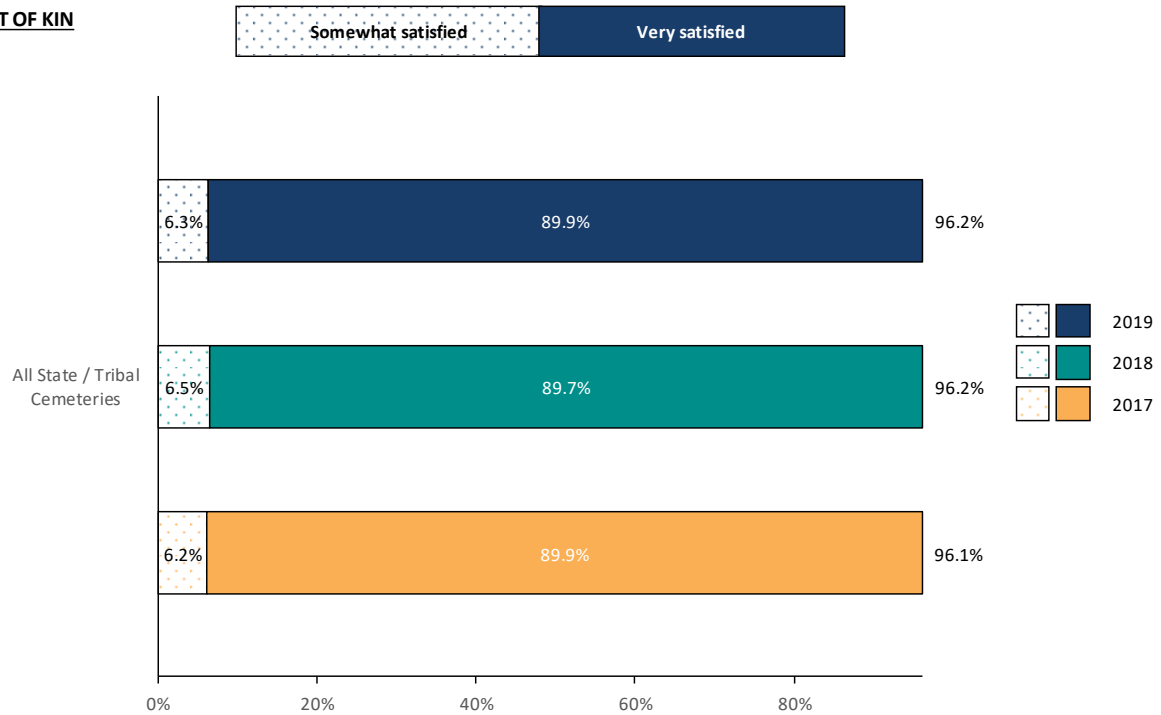
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with the committal service at the State or Tribal Veterans Cemetery where their loved one was interred.
- A measure of overall satisfaction with the committal service is presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

Committal Service: Next of Kin

Question 17: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

NEXT OF KIN



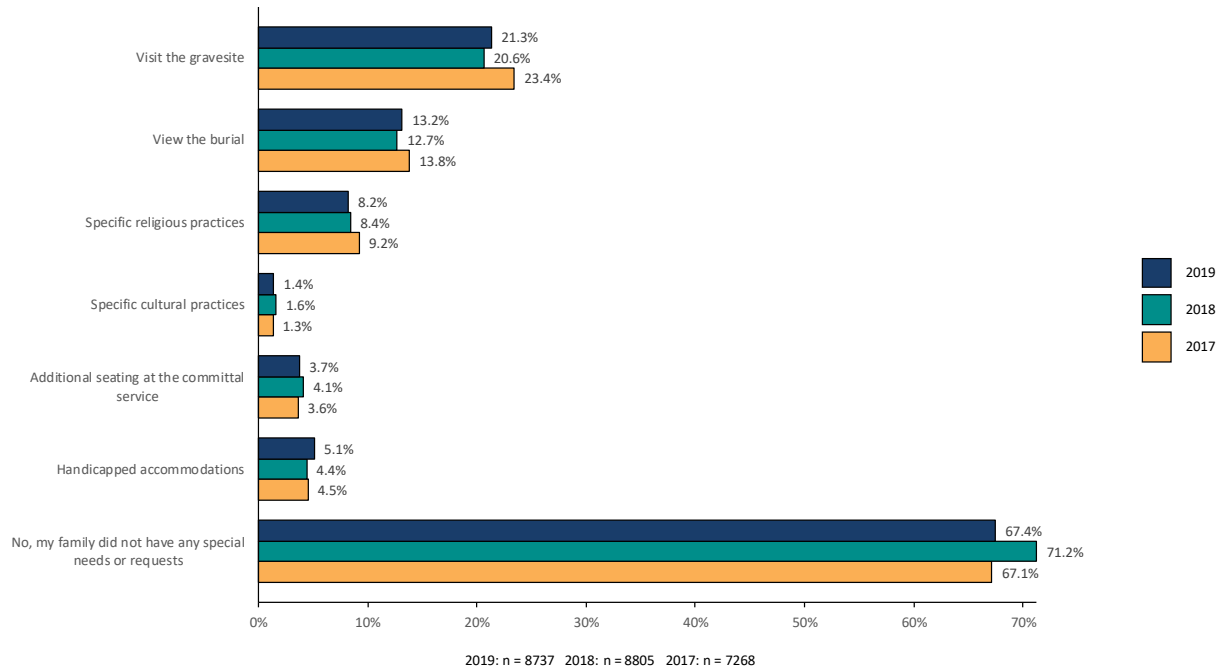
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	8794	89.9%	0.2%	6.3%	2.7%	0.6%	0.5%
	2018	8859	89.7%	-0.2%	6.5%	2.8%	0.7%	0.3%
	2017	7239	89.9%	0.8%	6.2%	2.8%	0.7%	0.3%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Committal Service: Next of Kin

Question 10: At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

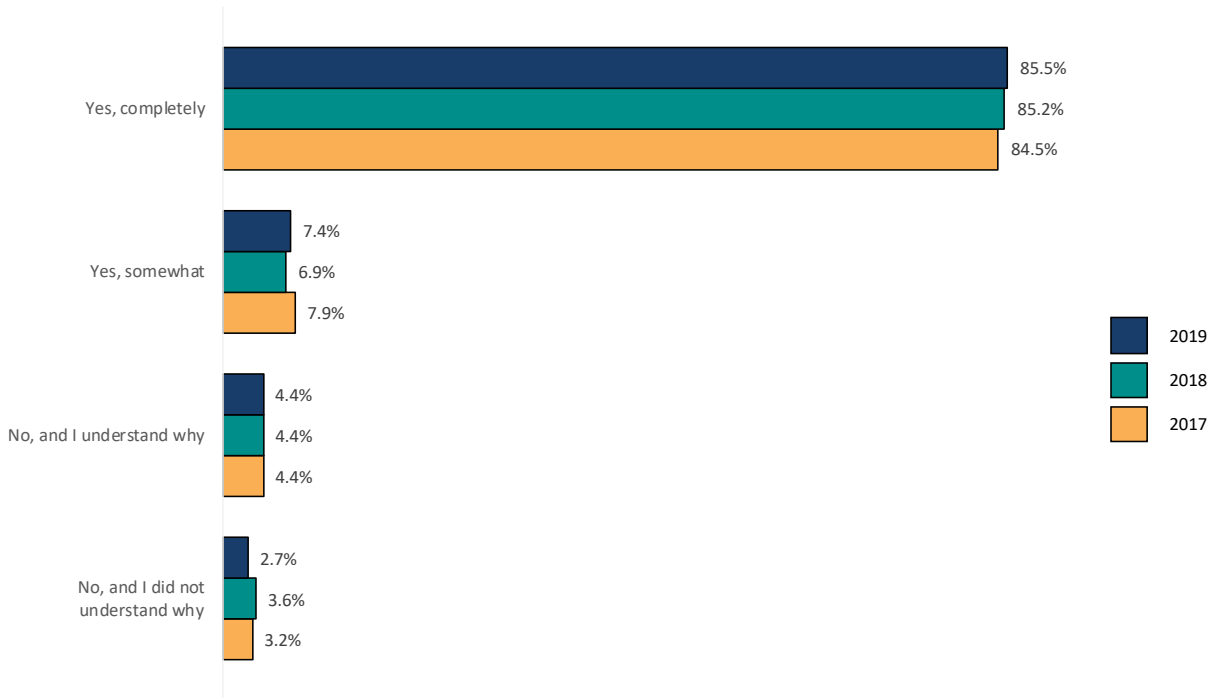
NEXT OF KIN



Note: As respondents could select more than one response option, percentages may not sum to 100.

Committal Service: Next of Kin

Question 11: Was the cemetery able to accommodate these special needs or requests to your satisfaction?



2019: n = 2605 2018: n = 2503 2017: n = 2353

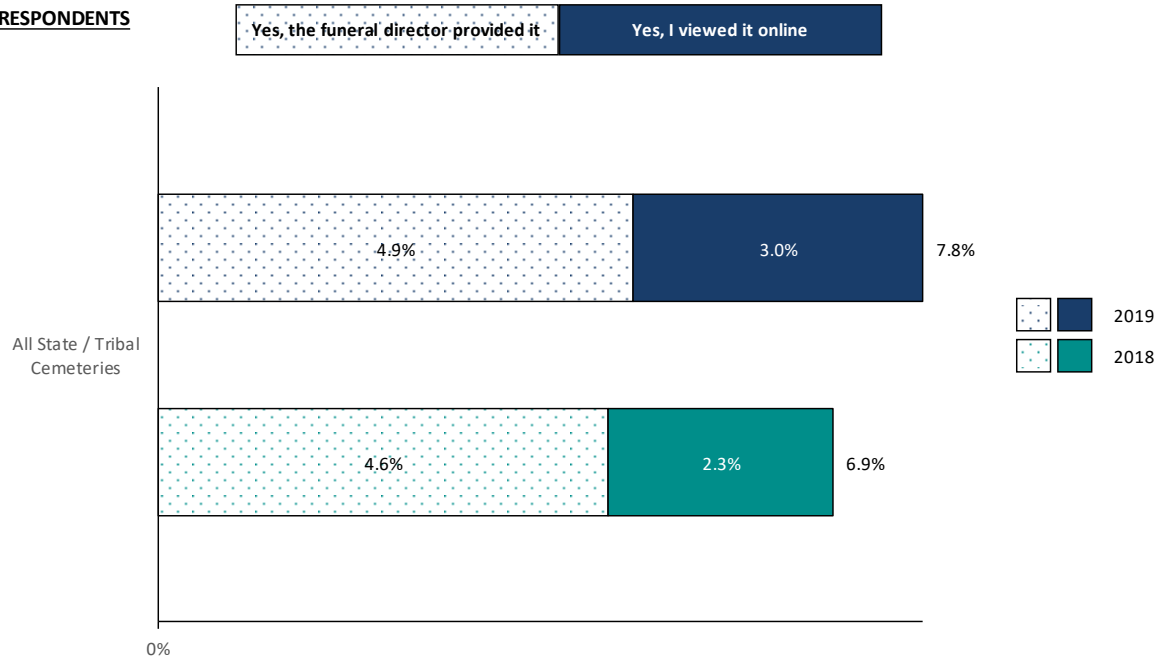
	Year	n	Yes, completely	Yes, somewhat	No, and I understand why	No, and I did not understand why
All State / Tribal Cemeteries	2019	2605	85.5%	7.4%	4.4%	2.7%
	2018	2503	85.2%	6.9%	4.4%	3.6%
	2017	2353	84.5%	7.9%	4.4%	3.2%

Respondents that indicated "No, my family did not have any needs or requests" to Question 10 (NoK) did not receive this question.

Committal Service: Next of Kin

Question 13: Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

ALL RESPONDENTS

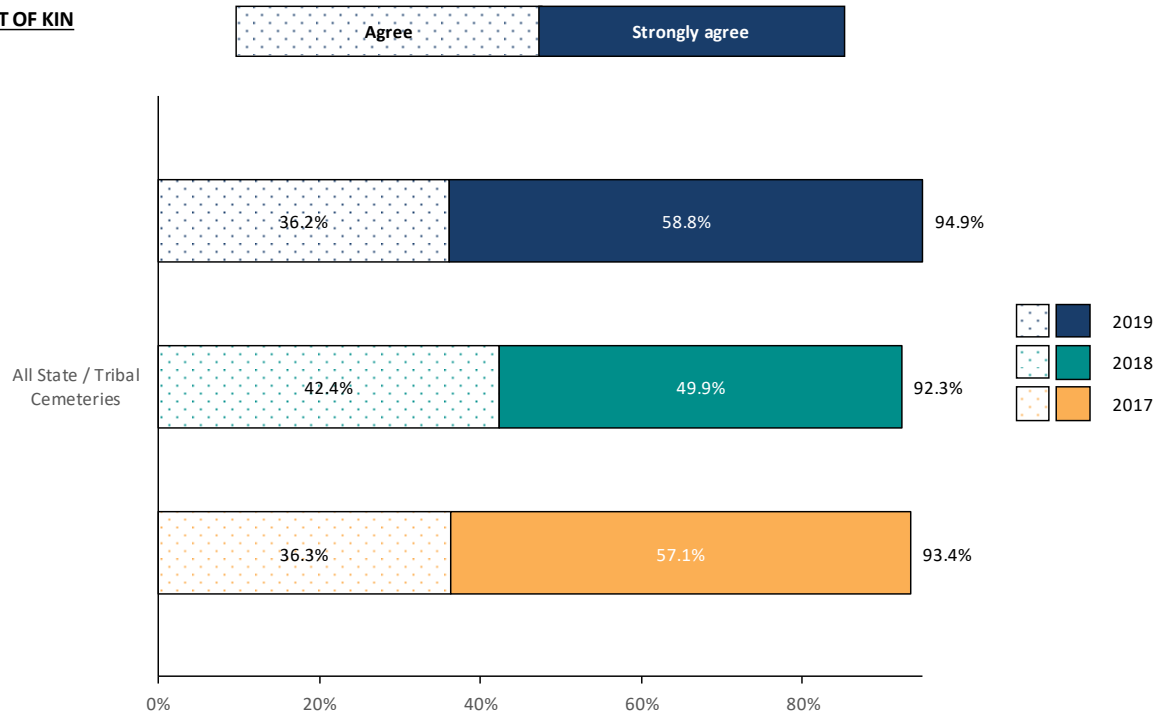


	Year	n	Yes, I viewed it online	Yes, the funeral director provided it	No
All State / Tribal Cemeteries	2019	8915	3.0%	4.9%	92.2%
	2018	8994	2.3%	4.6%	93.1%

Committal Service: Next of Kin

Question 14: The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	257	58.8%	8.9%	36.2%	4.3%	0.4%	0.4%
	2018	599	49.9%	-7.2%	42.4%	6.5%	0.8%	0.3%
	2017	317	57.1%	0.6%	36.3%	6.6%	0.0%	0.0%

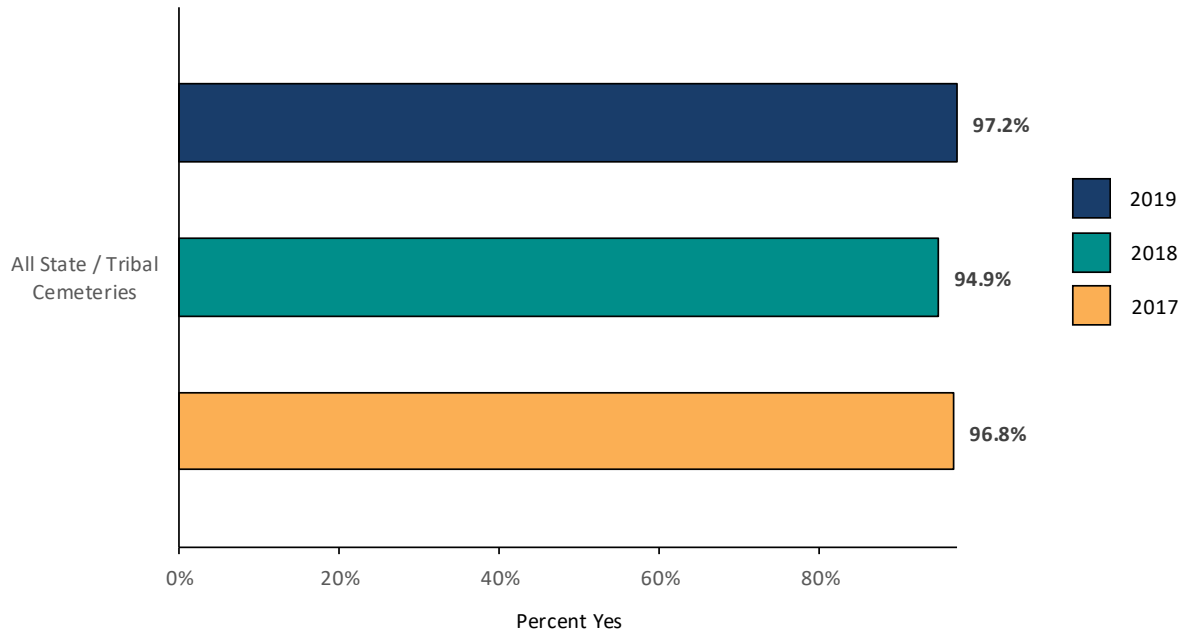
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents that indicated "Yes" to Question 13 (NoK) received this question.

Committal Service: Next of Kin

Question 15: Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

NEXT OF KIN



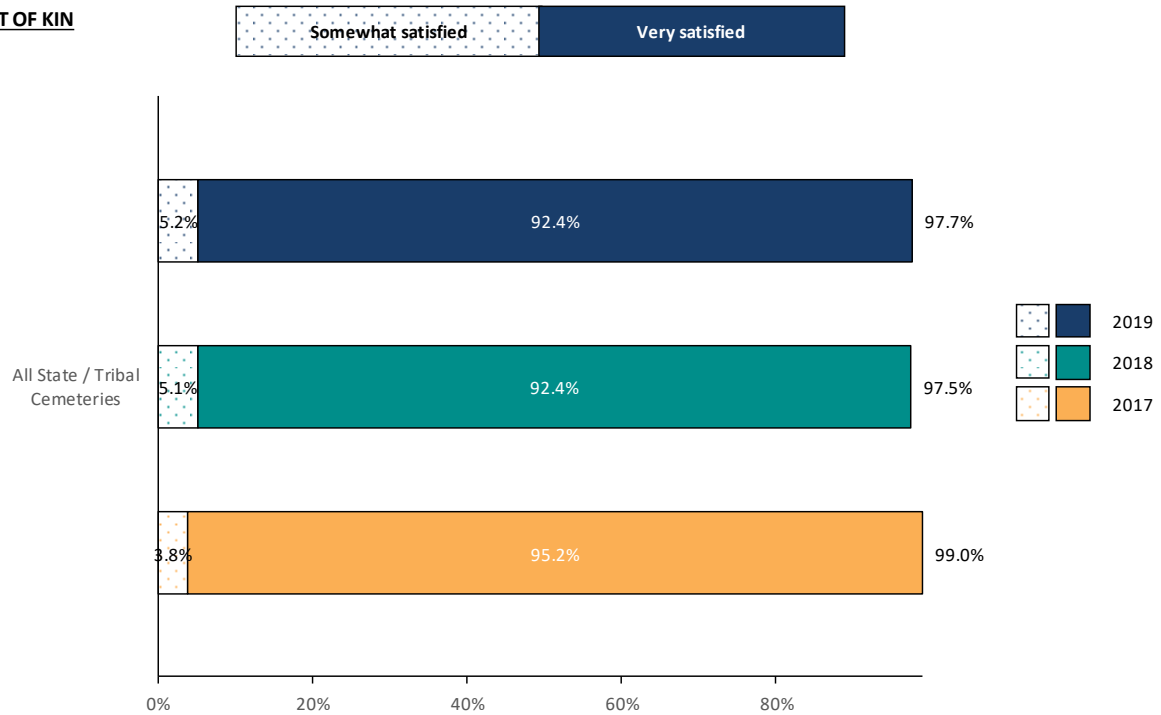
	Year	n	Yes	No
All State / Tribal Cemeteries	2019	250	97.2%	2.8%
	2018	585	94.9%	5.1%
	2017	311	96.8%	3.2%

Only respondents that indicated "Yes" to Question 13 (NoK) received this question.

Committal Service: Next of Kin

Question 16: If your loved one received military funeral honors, how satisfied were you with the honors received?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	6522	92.4%	0.0%	5.2%	1.0%	0.8%	0.5%
	2018	6626	92.4%	-2.8%	5.1%	1.4%	0.6%	0.5%
	2017	4666	95.2%	0.9%	3.8%	0.3%	0.7%	0.1%

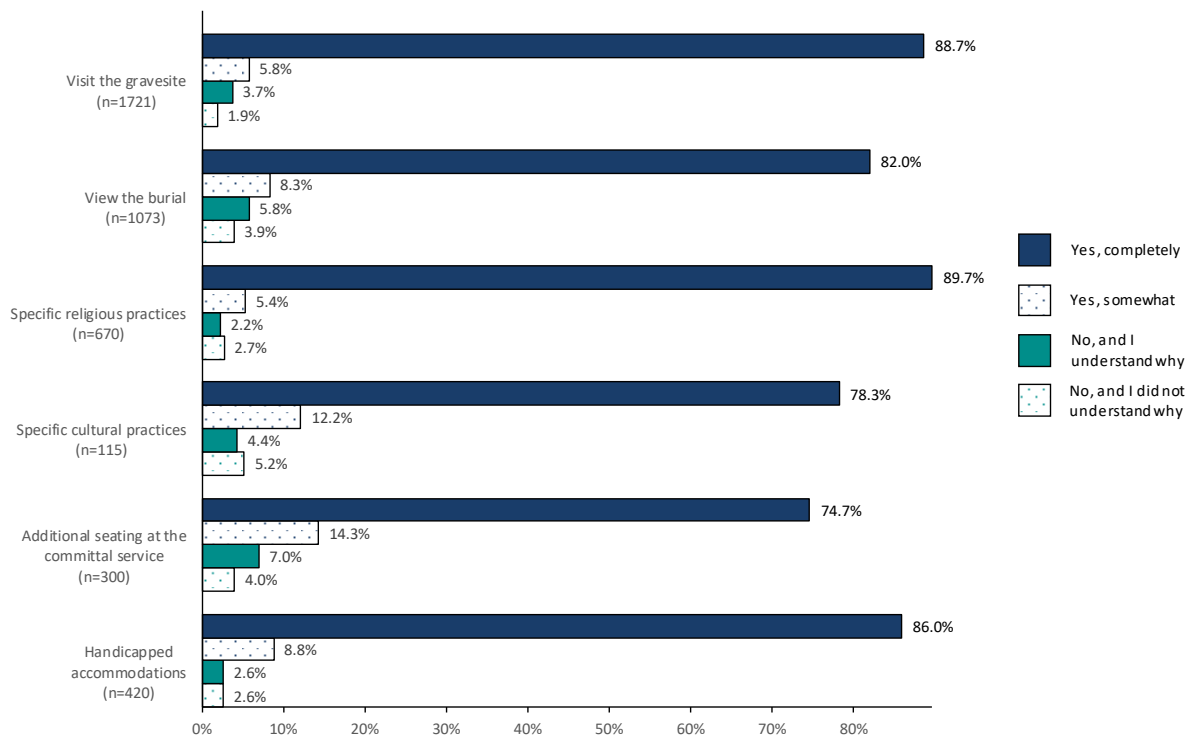
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

ELEMENT OF COMPARISON

By special need requested, how satisfied was the requestor with the cemetery's ability to accommodate the request?

Question 10: At the committal service, did your family have any of the following special needs or requests?

Question 11: Was the cemetery able to accommodate these special needs or requests to your satisfaction?

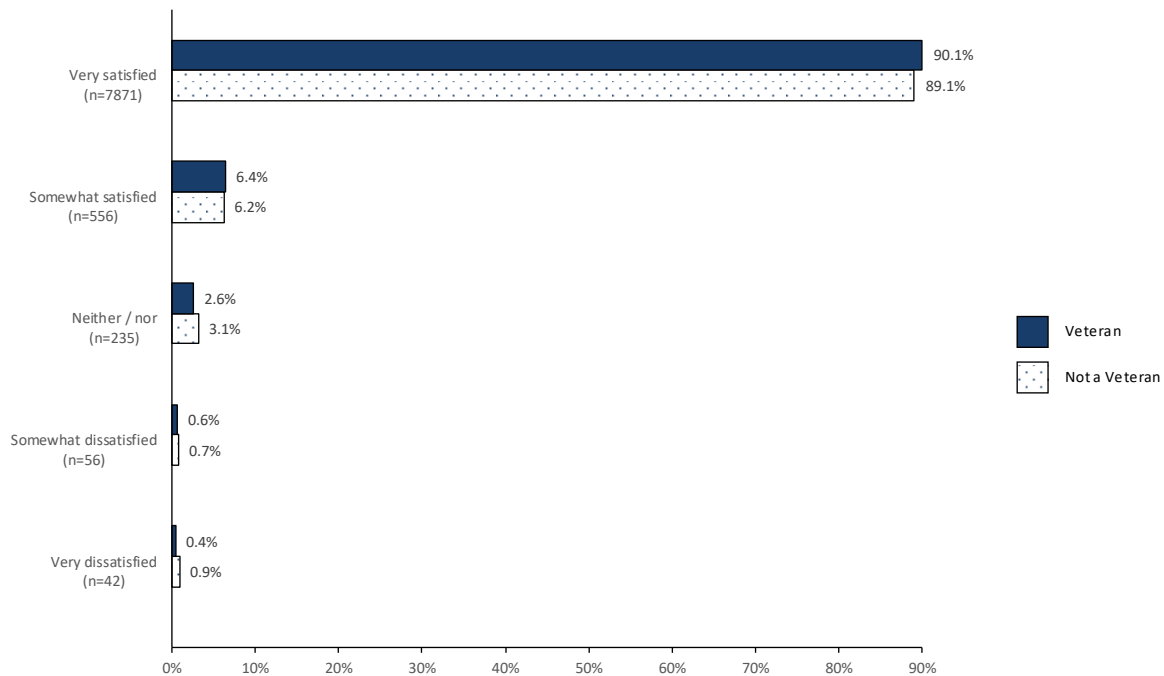


ELEMENT OF COMPARISON

Satisfaction with the quality of the committal service at the State or Tribal Veterans Cemetery by Veteran status.

Question 4: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

Question 17: Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?



Satisfaction with Committal Service(s) Funeral Directors

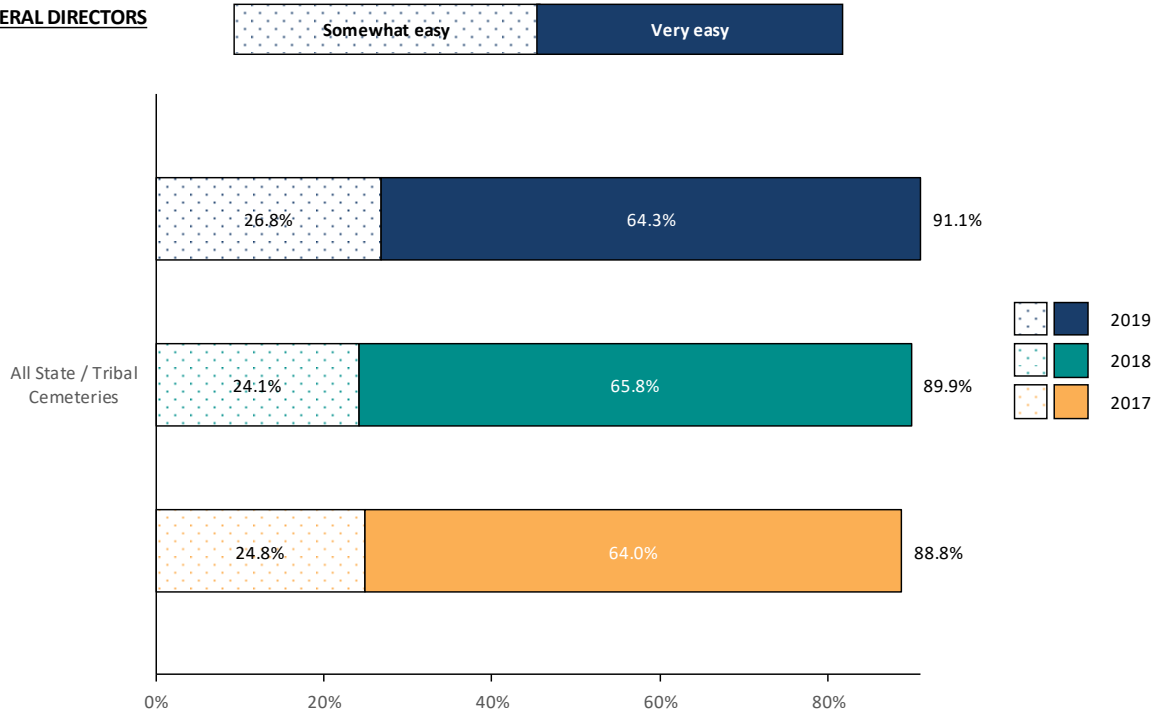
SECTION DESCRIPTION

- This section presents survey findings from funeral directors on their satisfaction with various aspects of committal services at the State or Tribal Veterans Cemetery with which they most frequently do business.
- Measures of overall satisfaction with the committal service are presented first, followed by responses to individual survey questions. Question-by-question comparative analyses (Elements of Comparison) are also presented in this section.
- Due to rounding, some percentages may not sum to 100%.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 17: How easy is the process of scheduling an interment with the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



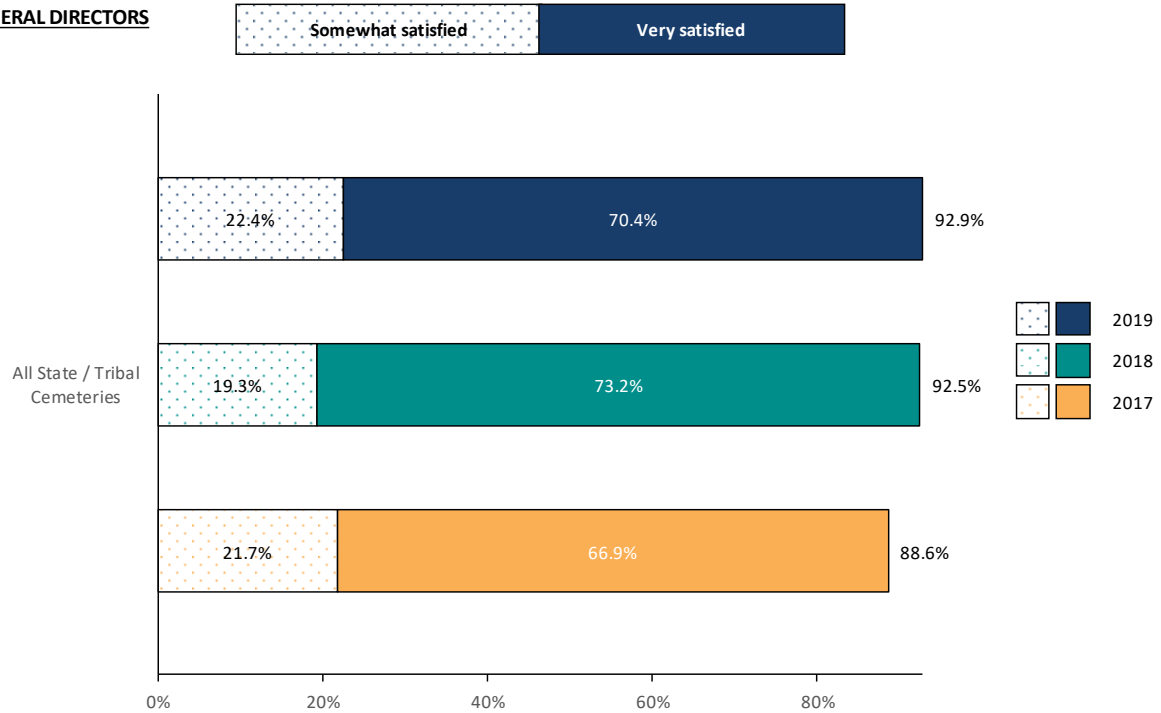
	Year	n	Very easy	*Change Score	Somewhat easy	Neither / nor	Somewhat hard	Very hard
All State / Tribal Cemeteries	2019	716	64.3%	-1.6%	26.8%	6.6%	1.5%	0.8%
	2018	693	65.8%	1.8%	24.1%	7.1%	2.3%	0.7%
	2017	509	64.0%	1.9%	24.8%	7.1%	2.4%	1.8%

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

FUNERAL DIRECTORS



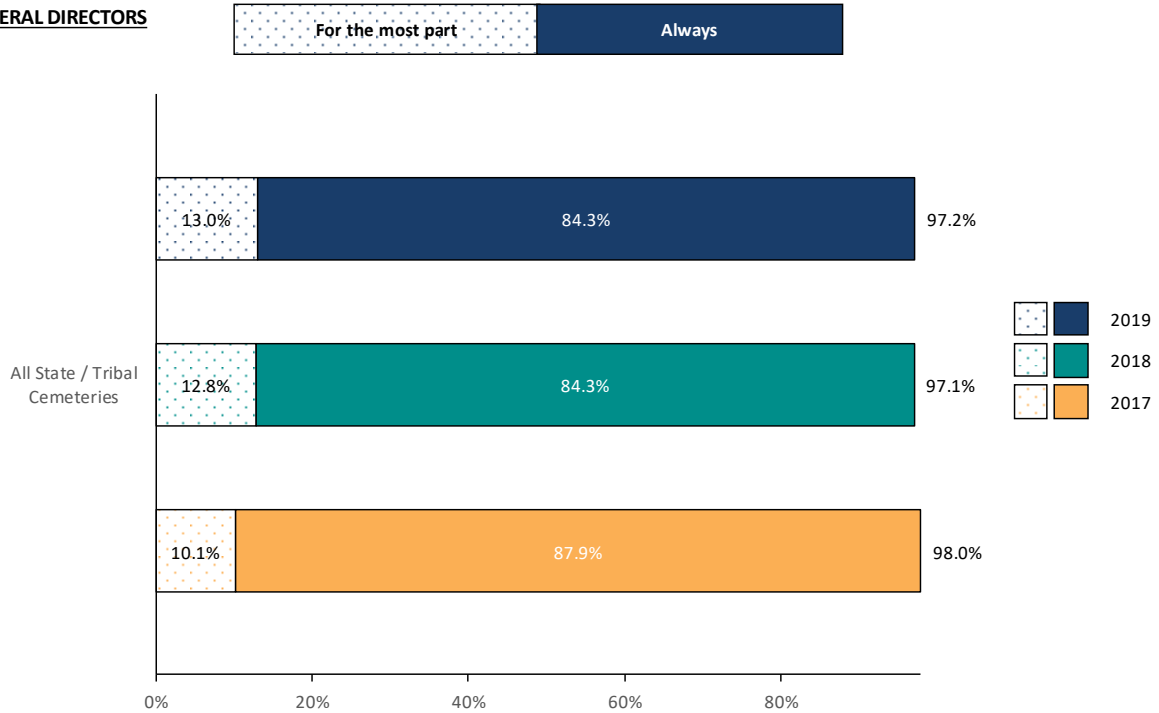
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	713	70.4%	-2.8%	22.4%	5.1%	1.4%	0.7%
	2018	690	73.2%	6.3%	19.3%	5.1%	1.7%	0.7%
	2017	508	66.9%	1.7%	21.7%	7.1%	3.0%	1.4%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 20: During committal services, how often do you receive the support you need from cemetery staff?

FUNERAL DIRECTORS



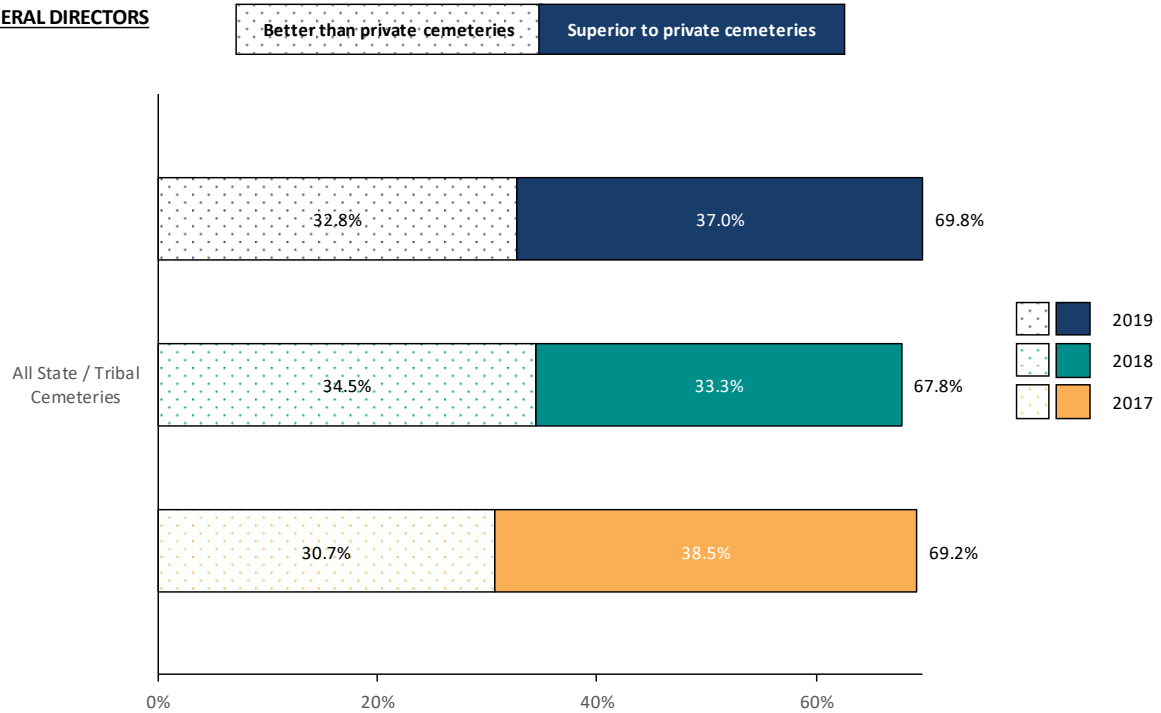
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2019	718	84.3%	0.0%	13.0%	2.5%	0.3%
	2018	686	84.3%	-3.6%	12.8%	1.7%	1.2%
	2017	506	87.9%	1.6%	10.1%	1.8%	0.2%

*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

FUNERAL DIRECTORS

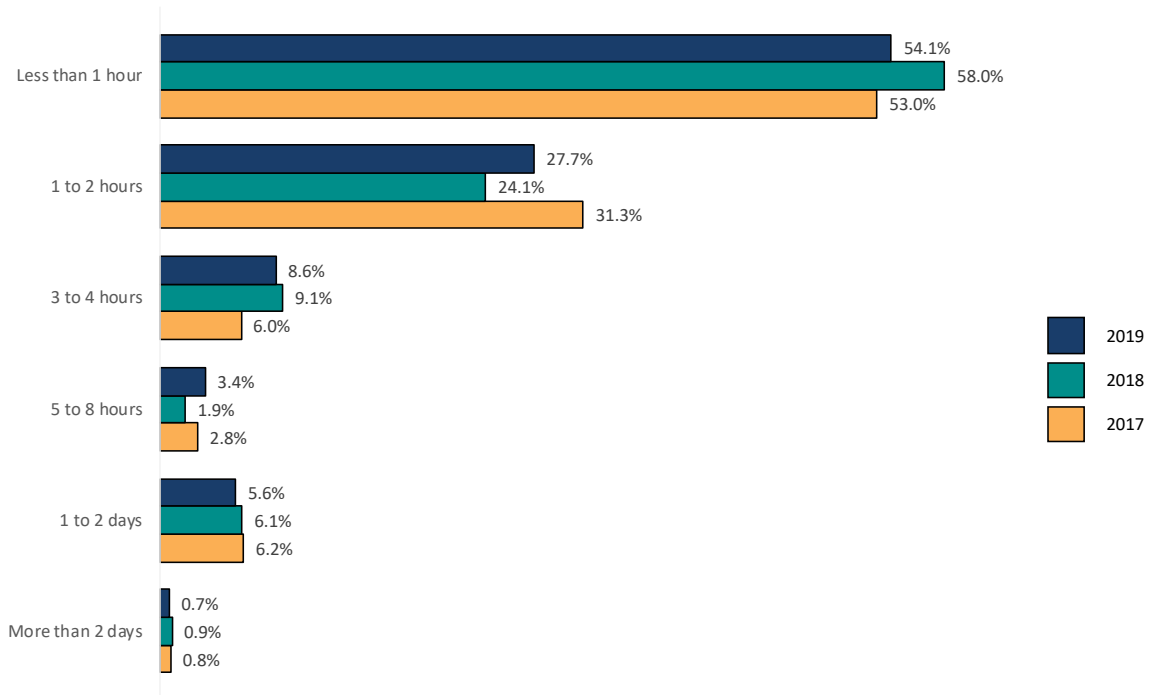


	Year	n	Superior to private cemeteries	*Change Score	Better than private cemeteries	About the same	Worse than private cemeteries	Much worse than private cemeteries
All State / Tribal Cemeteries	2019	711	37.0%	3.7%	32.8%	28.7%	1.3%	0.3%
	2018	690	33.3%	-5.2%	34.5%	30.0%	1.3%	0.9%
	2017	499	38.5%	2.7%	30.7%	28.7%	1.8%	0.4%

*The change scores represent the difference between the "Superior to private cemeteries" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery Scheduling Office?



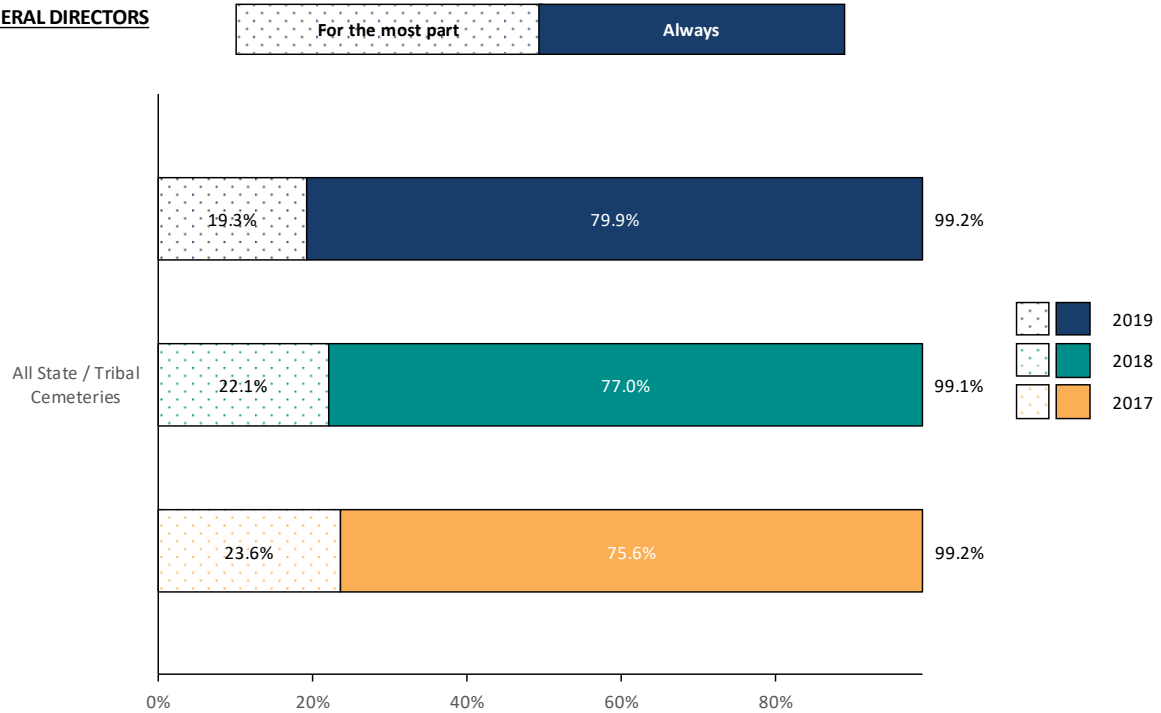
2019: n = 712 2018: n = 690 2017: n = 504

	Year	n	Less than 1 hour	1 to 2 hours
All State / Tribal Cemeteries	2019	712	54.1%	27.7%
	2018	690	58.0%	24.1%
	2017	504	53.0%	31.3%

Committal Service Scheduling and Staff Support: Funeral Directors

Question 21: Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

FUNERAL DIRECTORS



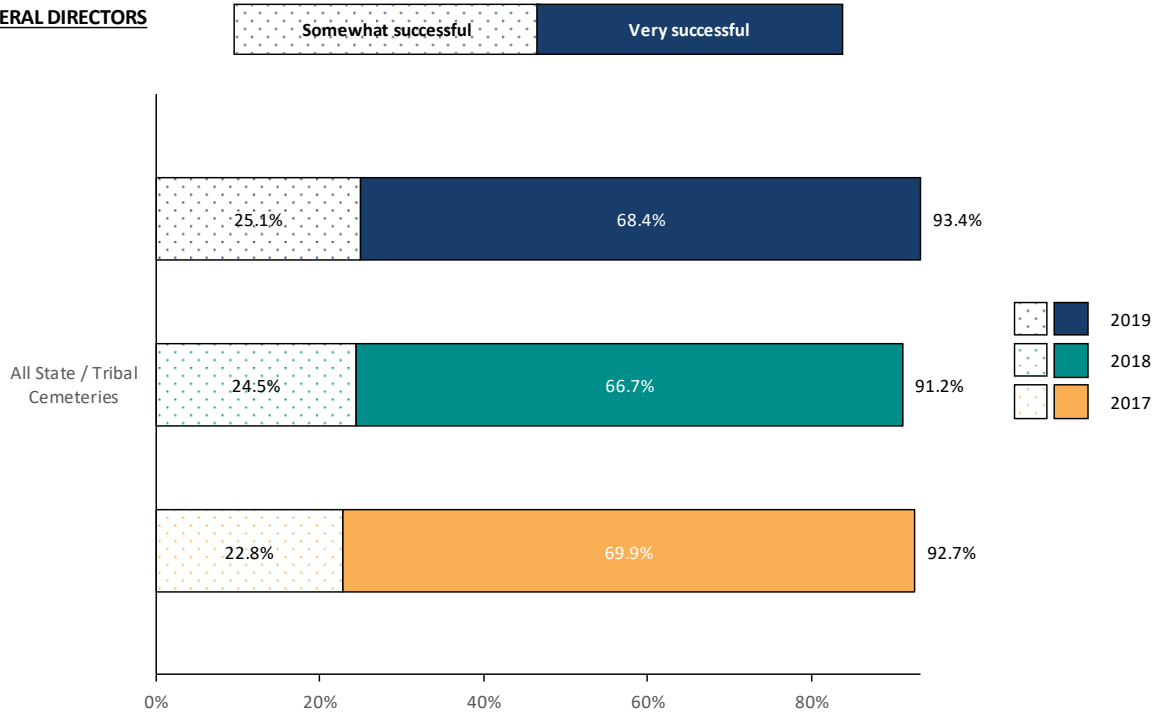
	Year	n	Always	*Change Score	For the most part	Occasionally	Never
All State / Tribal Cemeteries	2019	715	79.9%	2.9%	19.3%	0.6%	0.3%
	2018	688	77.0%	1.4%	22.1%	0.3%	0.6%
	2017	505	75.6%	-0.2%	23.6%	0.6%	0.2%

*The change scores represent the difference between the "Always" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 22: If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

FUNERAL DIRECTORS



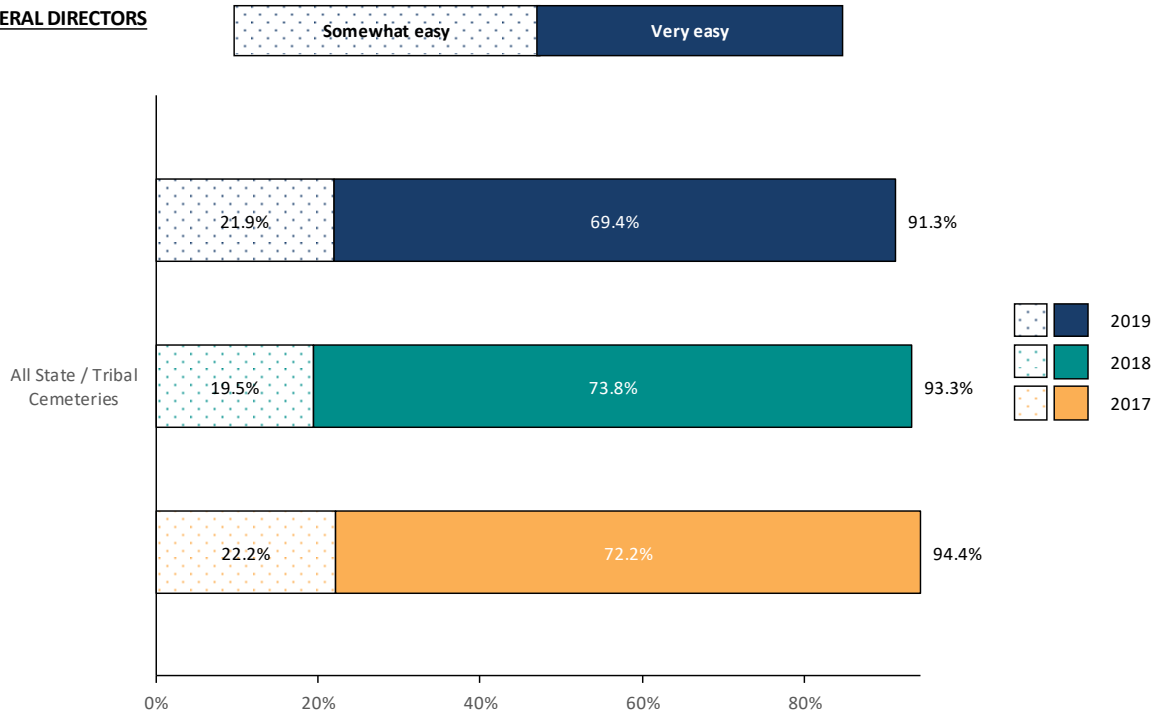
	Year	n	Very successful	*Change Score	Somewhat successful	Neither / nor	Somewhat unsuccessful	Very unsuccessful
All State / Tribal Cemeteries	2019	487	68.4%	1.7%	25.1%	4.7%	1.0%	0.8%
	2018	481	66.7%	-3.2%	24.5%	4.6%	3.1%	1.0%
	2017	359	69.9%	1.8%	22.8%	4.5%	2.2%	0.6%

*The change scores represent the difference between the "Very successful" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 23: How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

FUNERAL DIRECTORS



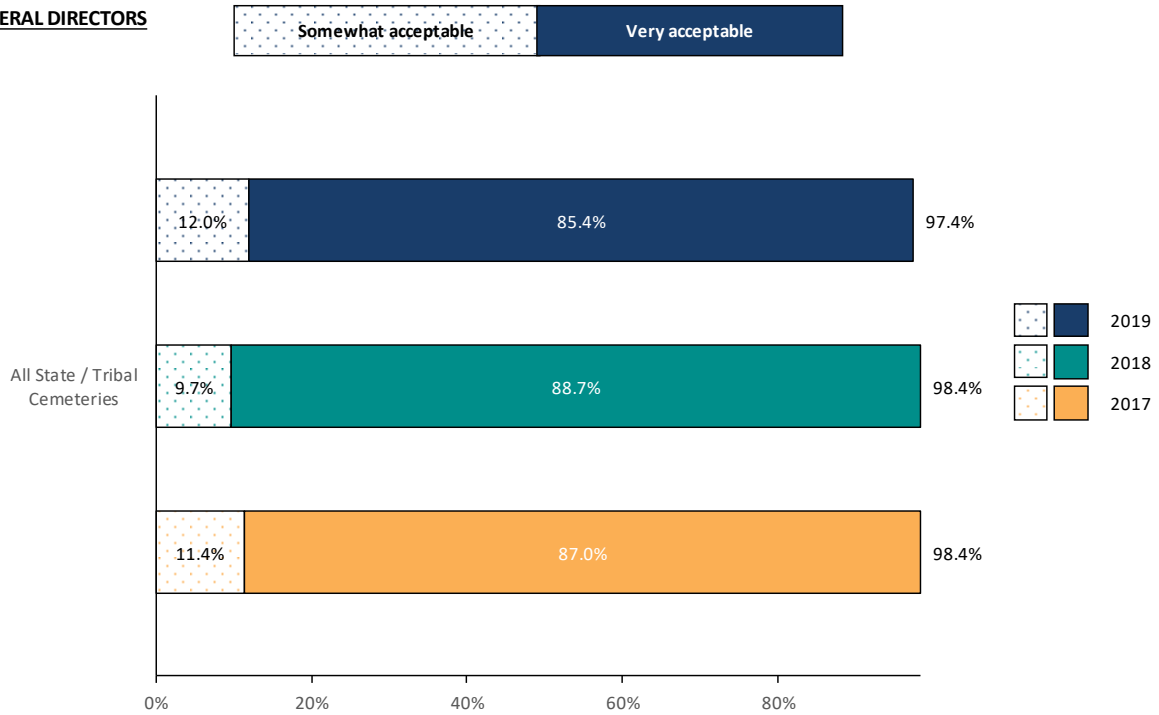
	Year	n	Very easy	*Change Score	Somewhat easy	Neither / nor	Somewhat hard	Very hard
All State / Tribal Cemeteries	2019	726	69.4%	-4.4%	21.9%	7.0%	1.2%	0.4%
	2018	703	73.8%	1.6%	19.5%	5.3%	1.4%	0.0%
	2017	490	72.2%	1.7%	22.2%	3.9%	0.6%	1.0%

*The change scores represent the difference between the "Very easy" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 24: To what extent is the quality of military honors acceptable?

FUNERAL DIRECTORS



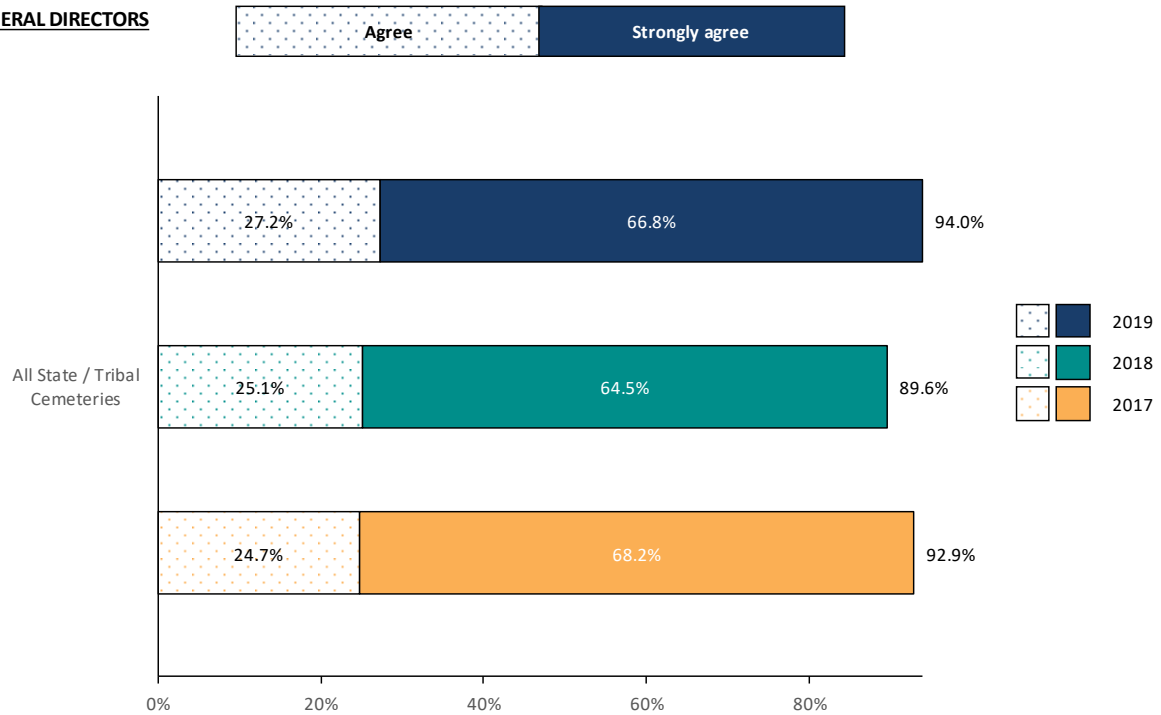
	Year	n	Very acceptable	*Change Score	Somewhat acceptable	Neither / nor	Somewhat unacceptable	Very unacceptable
All State / Tribal Cemeteries	2019	699	85.4%	-3.3%	12.0%	2.0%	0.6%	0.0%
	2018	690	88.7%	1.7%	9.7%	1.4%	0.0%	0.1%
	2017	484	87.0%	1.2%	11.4%	1.0%	0.4%	0.2%

*The change scores represent the difference between the "Very acceptable" categories for the row year and the previous year.

Committal Service Scheduling and Staff Support: Funeral Directors

Question 32: The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services.

FUNERAL DIRECTORS



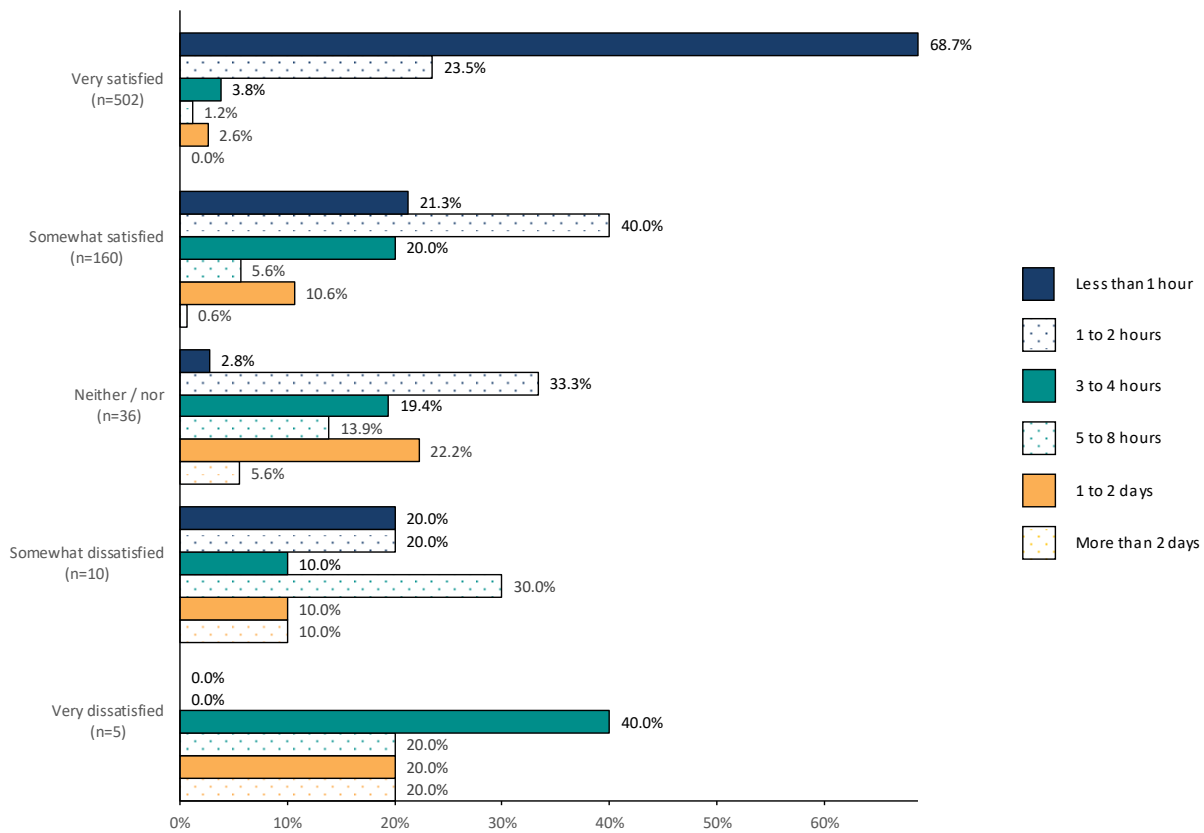
	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	716	66.8%	2.3%	27.2%	3.9%	1.5%	0.6%
	2018	701	64.5%	-3.7%	25.1%	6.8%	2.6%	1.0%
	2017	478	68.2%	2.2%	24.7%	4.2%	2.1%	0.8%

ELEMENT OF COMPARISON

Length of time needed to schedule an interment by satisfaction with length of time needed to schedule an interment.

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 18: How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery Scheduling Office?

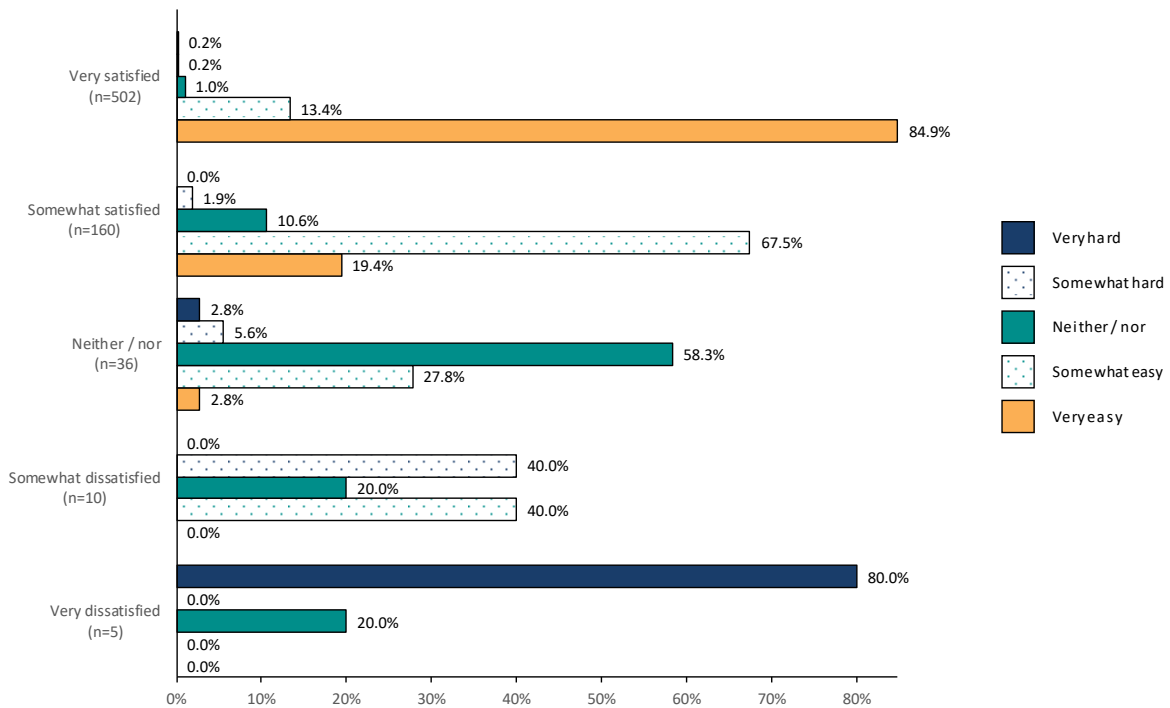


ELEMENT OF COMPARISON

Ease of scheduling an interment by satisfaction with length of time needed to schedule an interment.

Question 19: Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

Question 17: How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?

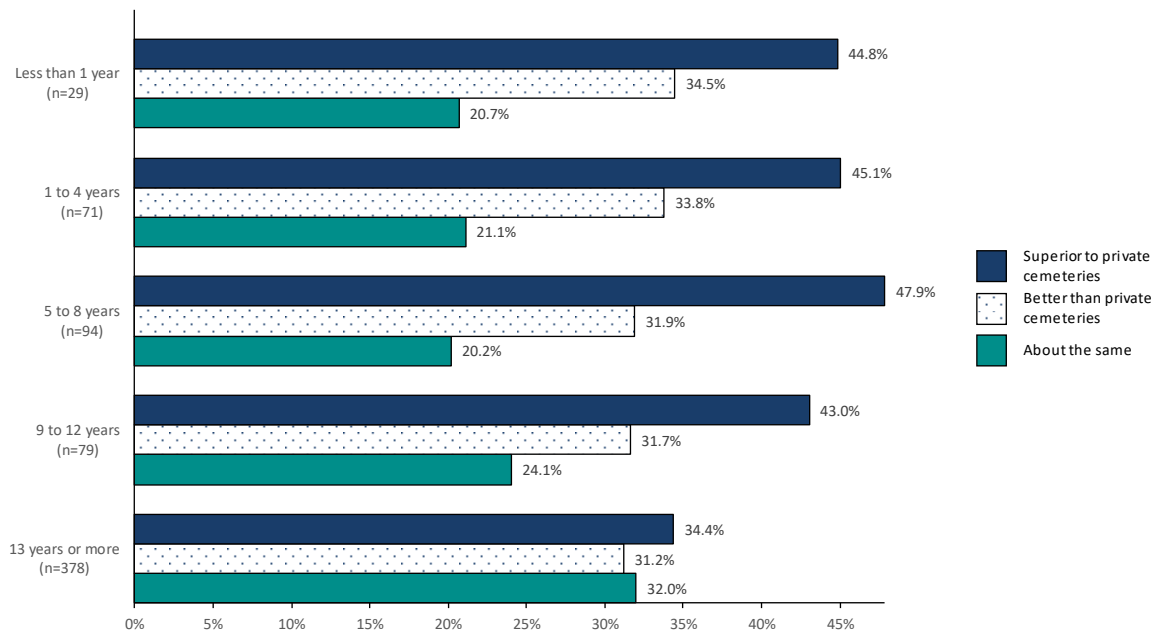


ELEMENT OF COMPARISON

Comparing the level of service at the State or Tribal Veterans Cemetery vs. the level of service at private cemeteries by how long the funeral home has worked with the State or Tribal Veterans Cemetery.

Question 11: Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



**Satisfaction with Headstones, Markers, and
Columbarium Niche Covers
Next of Kin**

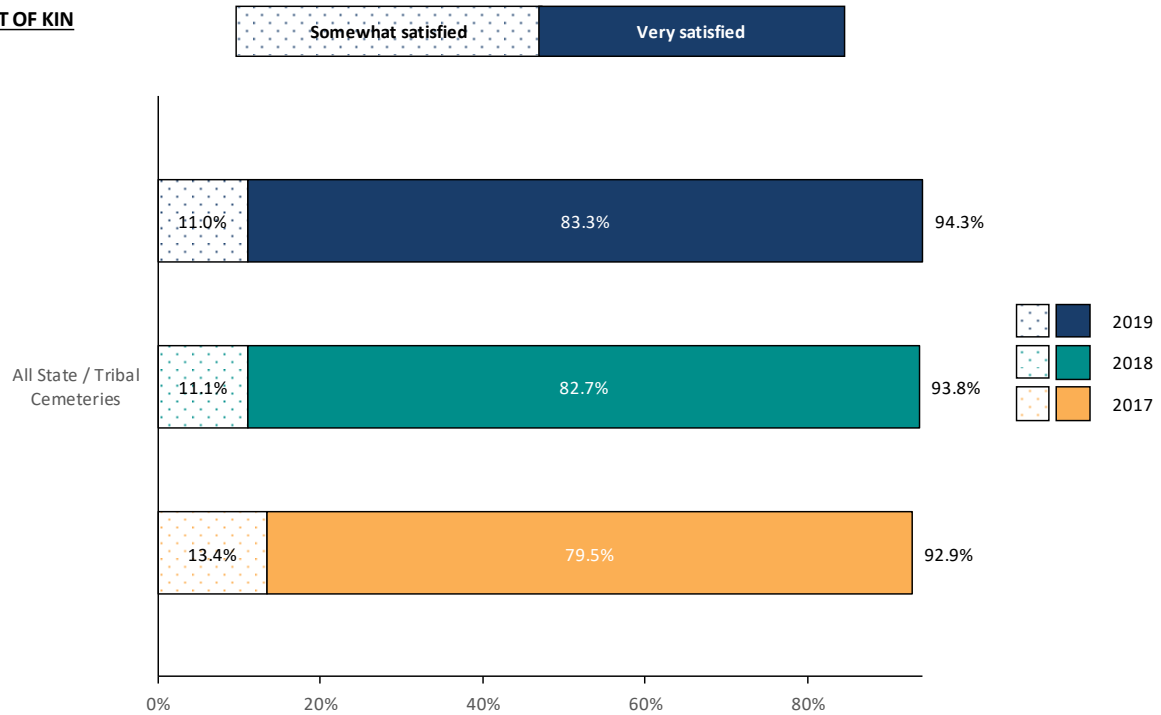
SECTION DESCRIPTION

- This section presents survey findings from next of kin on their satisfaction with experiences related to headstones, markers, and columbarium niche covers at the State or Tribal Veterans Cemetery where their loved one was interred.
- Measures of overall satisfaction with headstones, markers, and columbarium niche covers are presented first, followed by responses to individual survey questions.
- Due to rounding, some percentages may not sum to 100%.

Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 20: How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

NEXT OF KIN



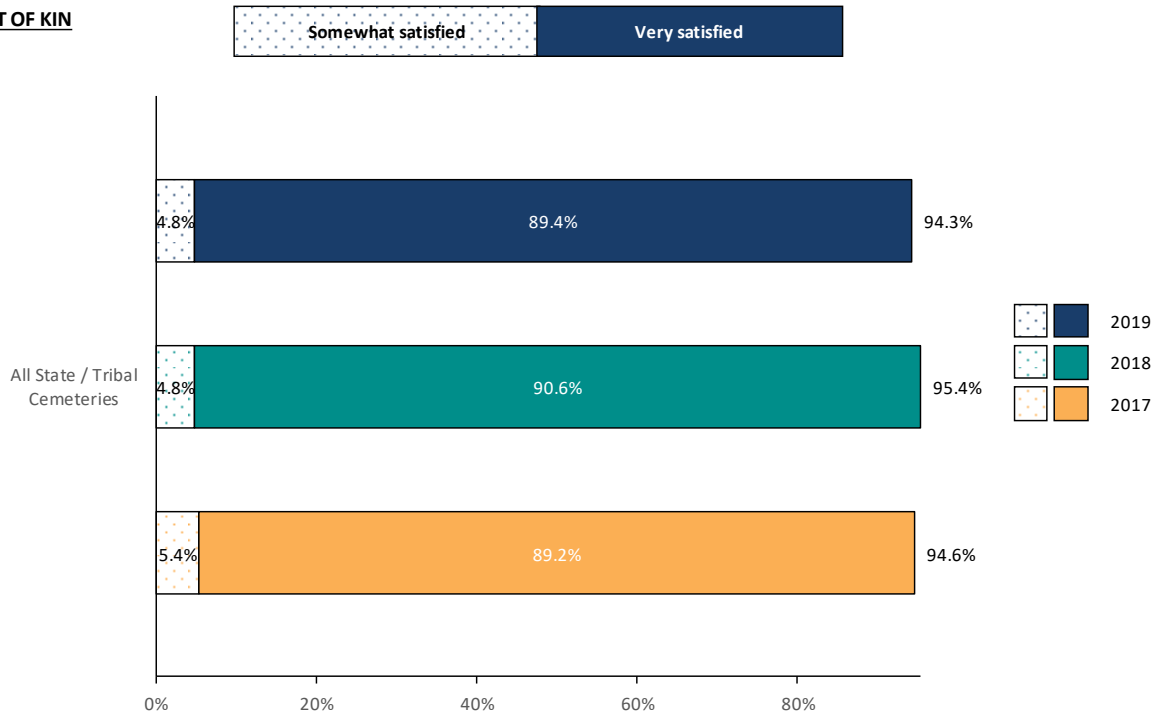
	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	8511	83.3%	0.6%	11.0%	4.0%	1.2%	0.6%
	2018	8796	82.7%	3.2%	11.1%	4.1%	1.5%	0.6%
	2017	6994	79.5%	-1.3%	13.4%	4.4%	2.0%	0.7%

*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 22: Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

NEXT OF KIN



	Year	n	Very satisfied	*Change Score	Somewhat satisfied	Neither / nor	Somewhat dissatisfied	Very dissatisfied
All State / Tribal Cemeteries	2019	8049	89.4%	-1.2%	4.8%	4.5%	0.8%	0.5%
	2018	8548	90.6%	1.4%	4.8%	3.5%	0.6%	0.4%
	2017	6760	89.2%	-0.2%	5.4%	3.9%	1.0%	0.4%

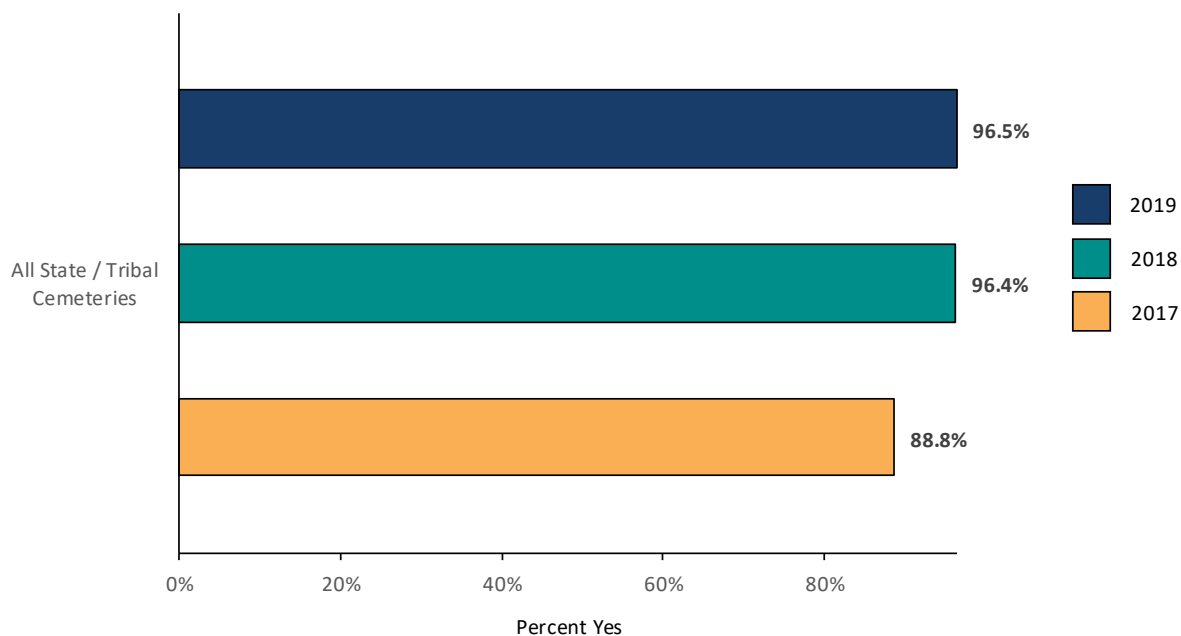
*The change scores represent the difference between the "Very satisfied" categories for the row year and the previous year.

Respondents that responded "Don't know/the marker or headstone has not yet arrived" to Question 20 (NoK) did not receive this question.

Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 21: When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

NEXT OF KIN



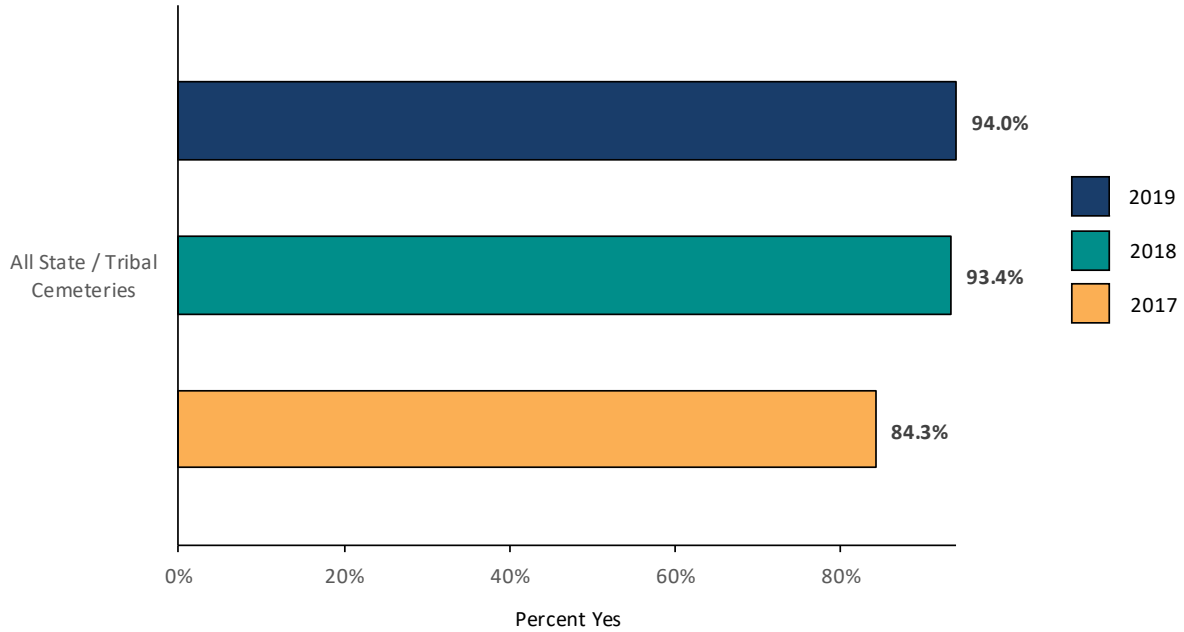
	Year	n	Yes	No
All State / Tribal Cemeteries	2019	7501	96.5%	3.5%
	2018	8109	96.4%	3.6%
	2017	6921	88.8%	3.9%

Respondents that responded "Don't know/the marker or headstone has not yet arrived" to Question 20 (NoK) did not receive this question.

Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 18: Were the headstone, marker, or columbarium niche cover inscription options explained to you?

NEXT OF KIN

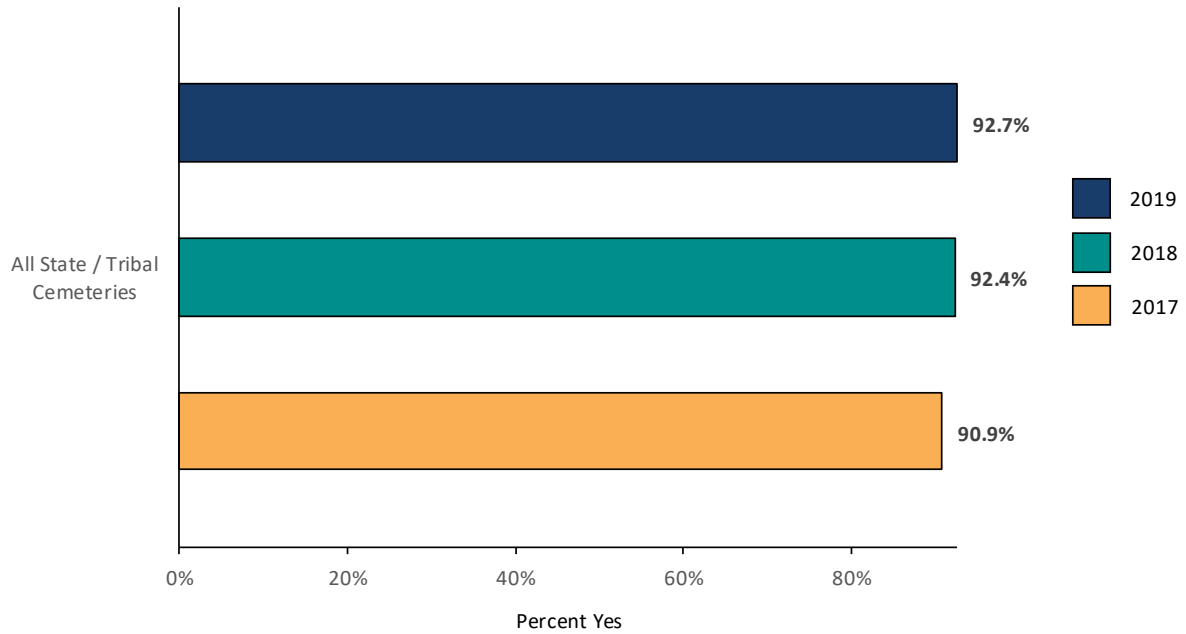


	Year	n	Yes	No
All State / Tribal Cemeteries	2019	8469	94.0%	6.0%
	2018	8450	93.4%	6.6%
	2017	7347	84.3%	10.0%

Headstones, Markers, and Columbarium Niche Covers: Next of Kin

Question 19: Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

NEXT OF KIN



	Year	n	Yes	No
All State / Tribal Cemeteries	2019	8891	92.7%	7.3%
	2018	8924	92.4%	7.6%
	2017	7114	90.9%	9.1%

Satisfaction with Cemetery Appearance and Visitor Accommodations

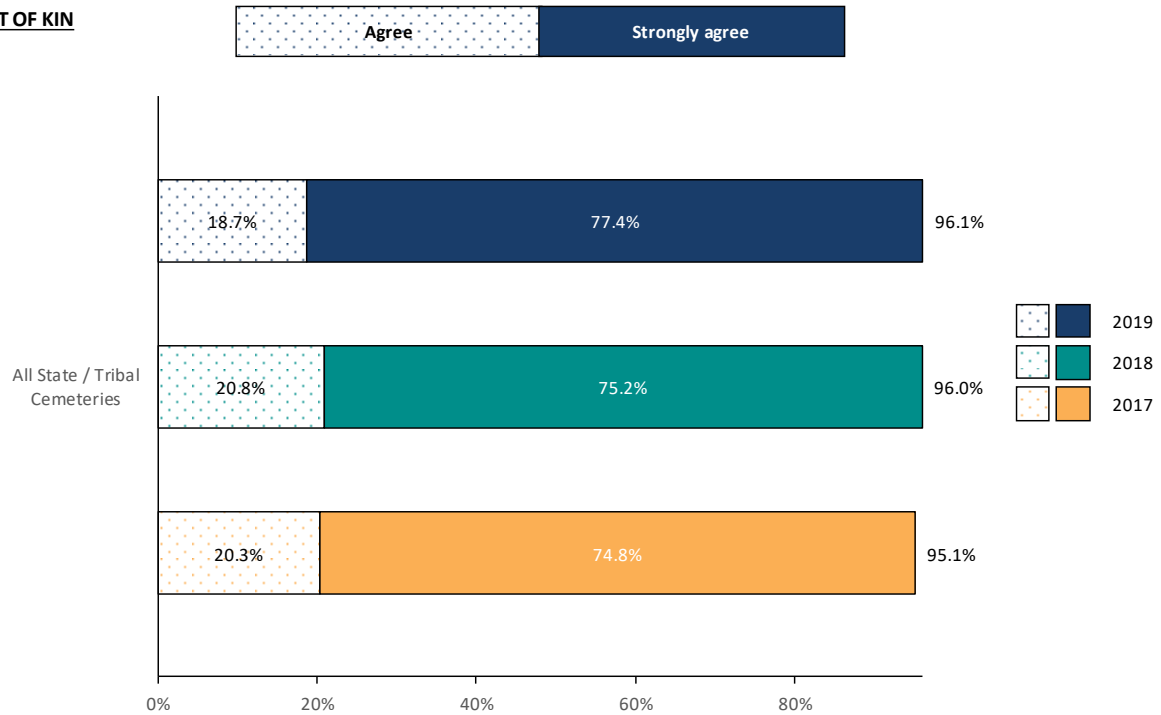
SECTION DESCRIPTION

- This section presents survey findings from next of kin and funeral directors on their satisfaction with their State or Tribal Veterans Cemetery's appearance and visitor accommodations.
- Measures of overall satisfaction with cemetery appearance and visitor accommodations are presented first, followed by responses to individual survey questions.
- Questions that were asked of both funeral directors and next of kin are presented together with All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.
- Due to rounding, some percentages may not sum to 100%.

Cemetery Appearance and Visitor Accommodations

Question 38: The appearance of my loved one's gravesite/columbaria is excellent.

NEXT OF KIN



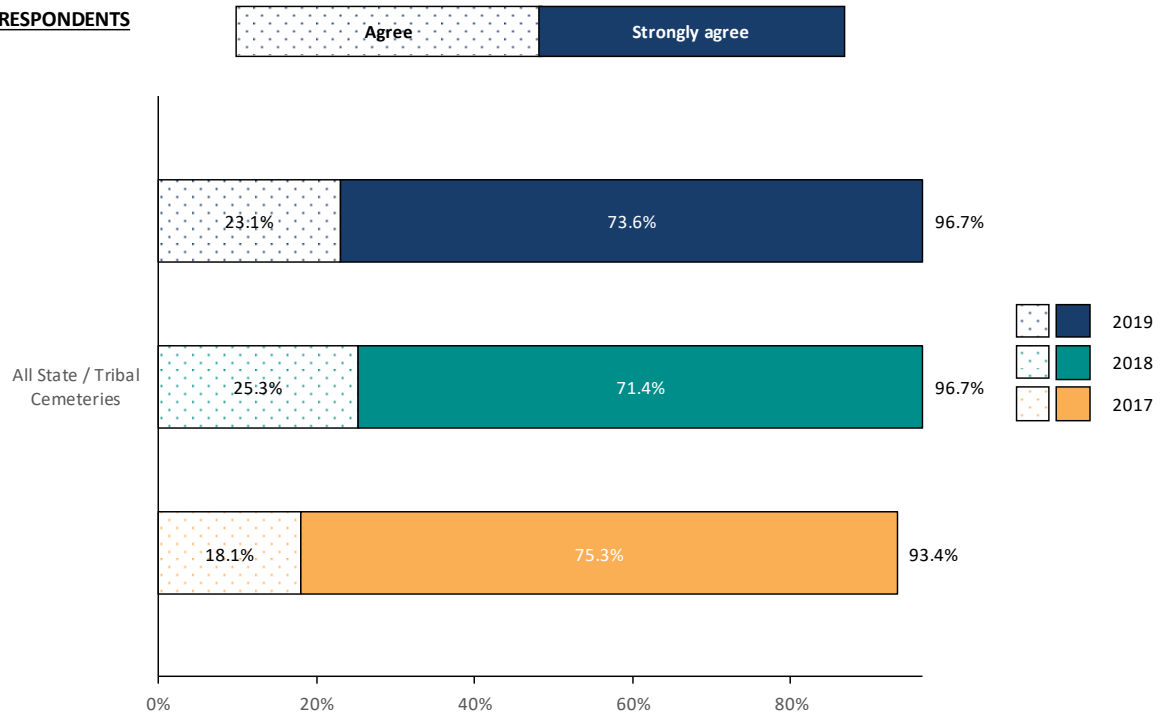
	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	8477	77.4%	2.2%	18.7%	3.0%	0.7%	0.3%
	2018	8721	75.2%	0.4%	20.8%	2.7%	1.1%	0.3%
	2017	6966	74.8%	0.9%	20.3%	3.3%	1.1%	0.4%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Cemetery Appearance and Visitor Accommodations

Question 31/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9072	73.6%	2.2%	23.1%	2.7%	0.4%	0.2%
	2018	9319	71.4%	-3.9%	25.3%	2.7%	0.5%	0.1%
	2017	7585	75.3%	2.0%	18.1%	2.4%	1.2%	2.9%

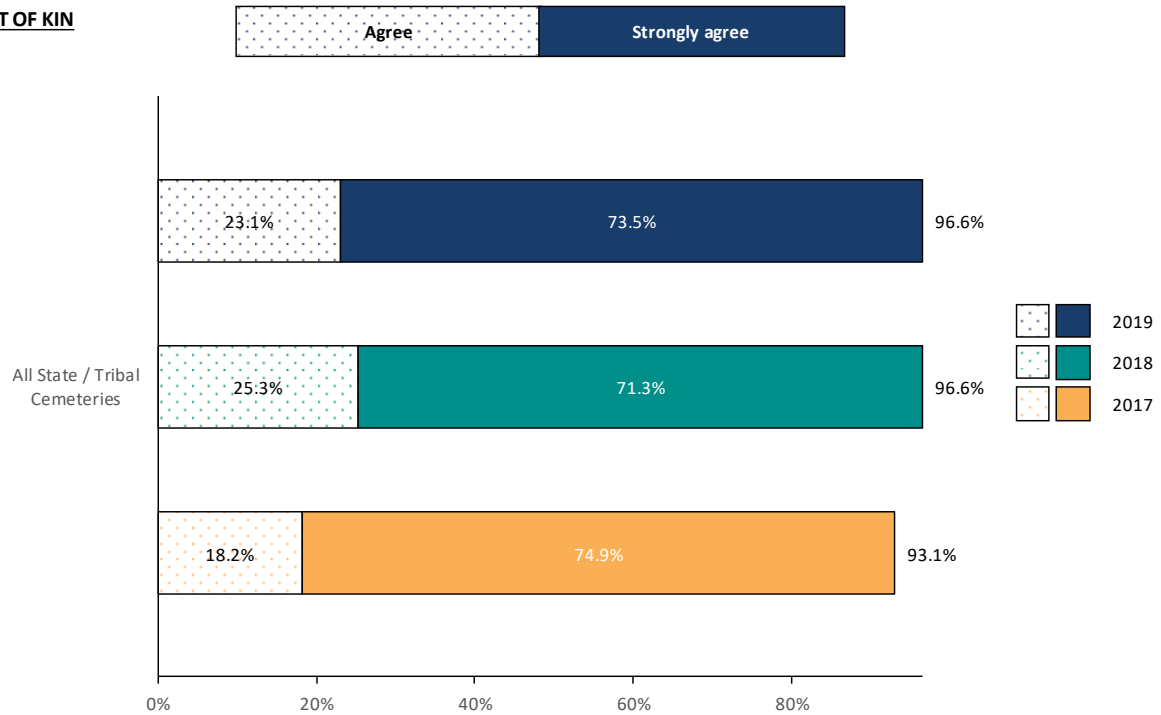
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

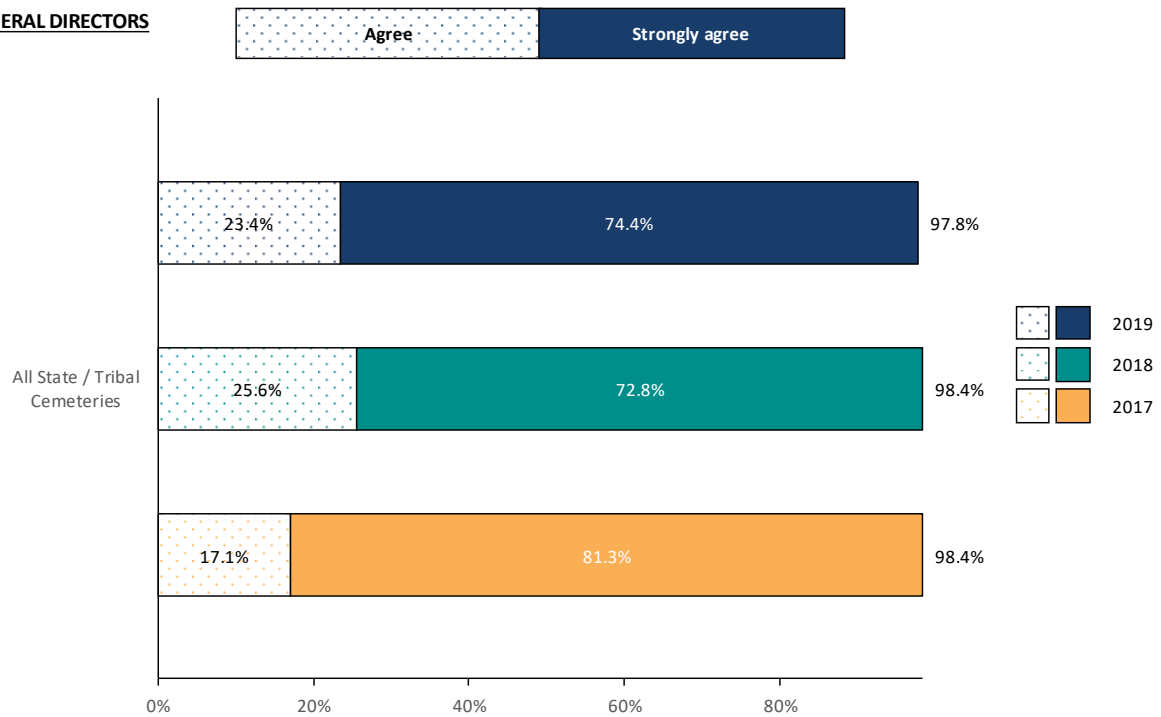
Cemetery Appearance and Visitor Accommodations

Question 31/25: The upkeep of the headstones, markers, or columbarium niche covers is excellent.

NEXT OF KIN



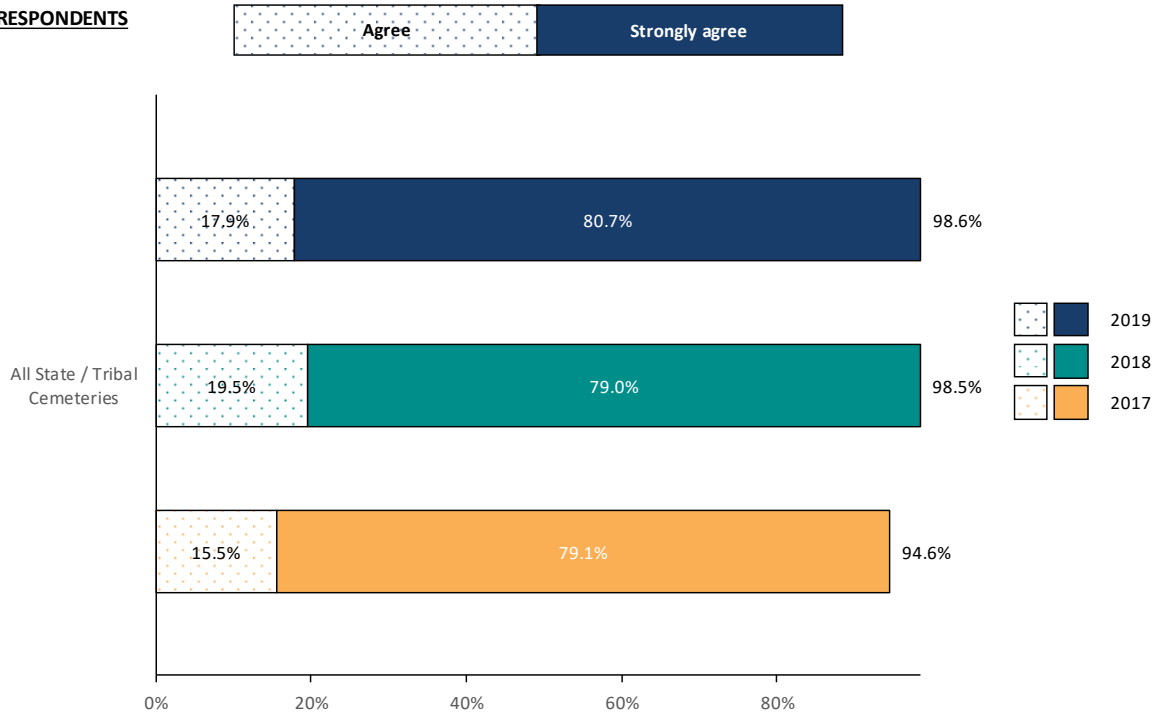
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 32/26: The committal shelter used for the service was private, clean, and free of safety hazards.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	8812	80.7%	1.7%	17.9%	1.2%	0.1%	0.1%
	2018	8975	79.0%	-0.1%	19.5%	1.3%	0.2%	0.1%
	2017	7145	79.1%	1.7%	15.5%	1.5%	0.7%	3.2%

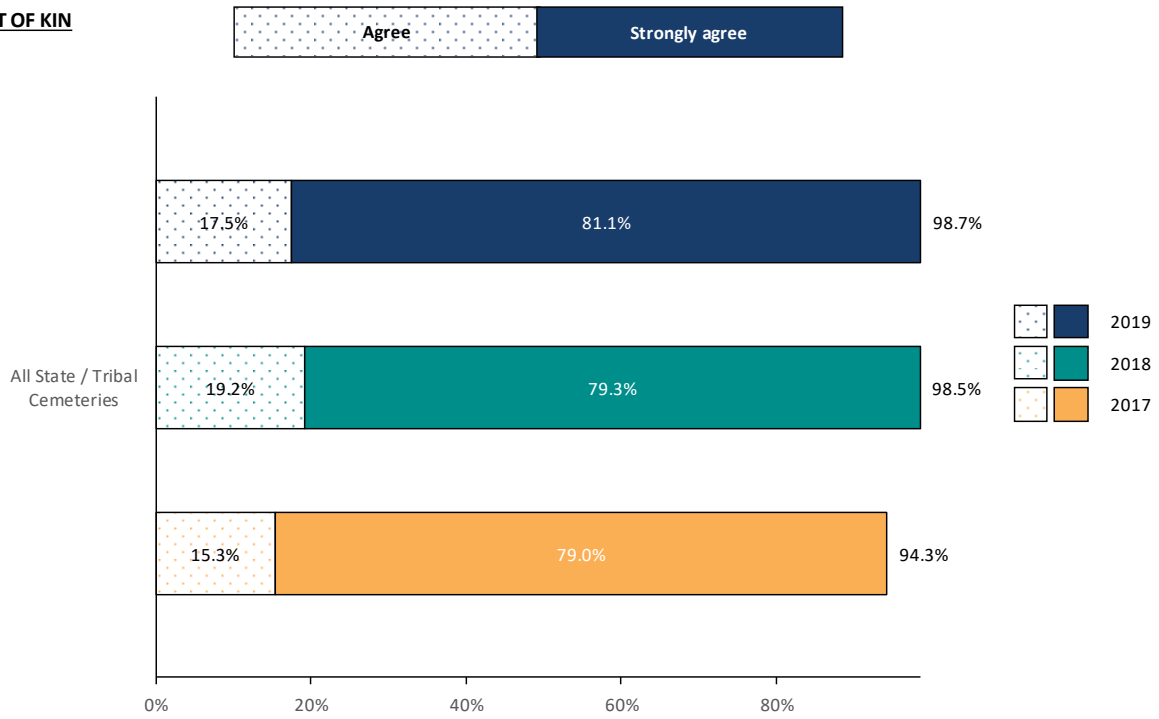
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

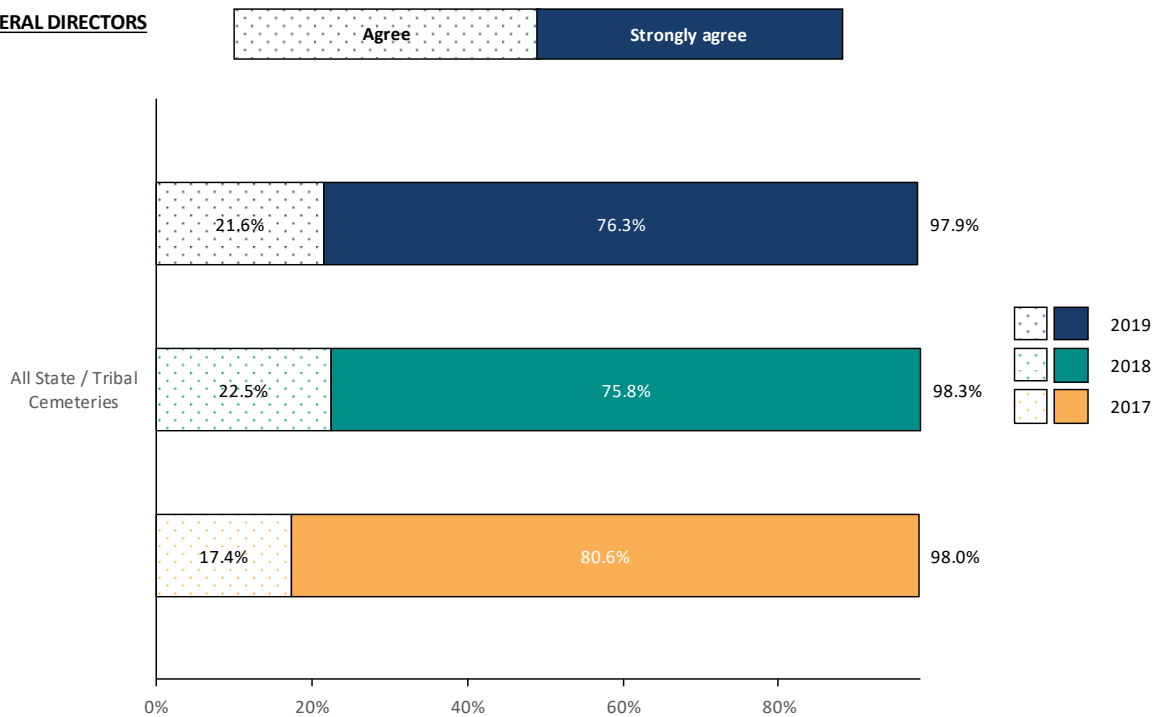
Cemetery Appearance and Visitor Accommodations

Question 32/26: The committal shelter used for the service was private, clean, and free of safety hazards.

NEXT OF KIN



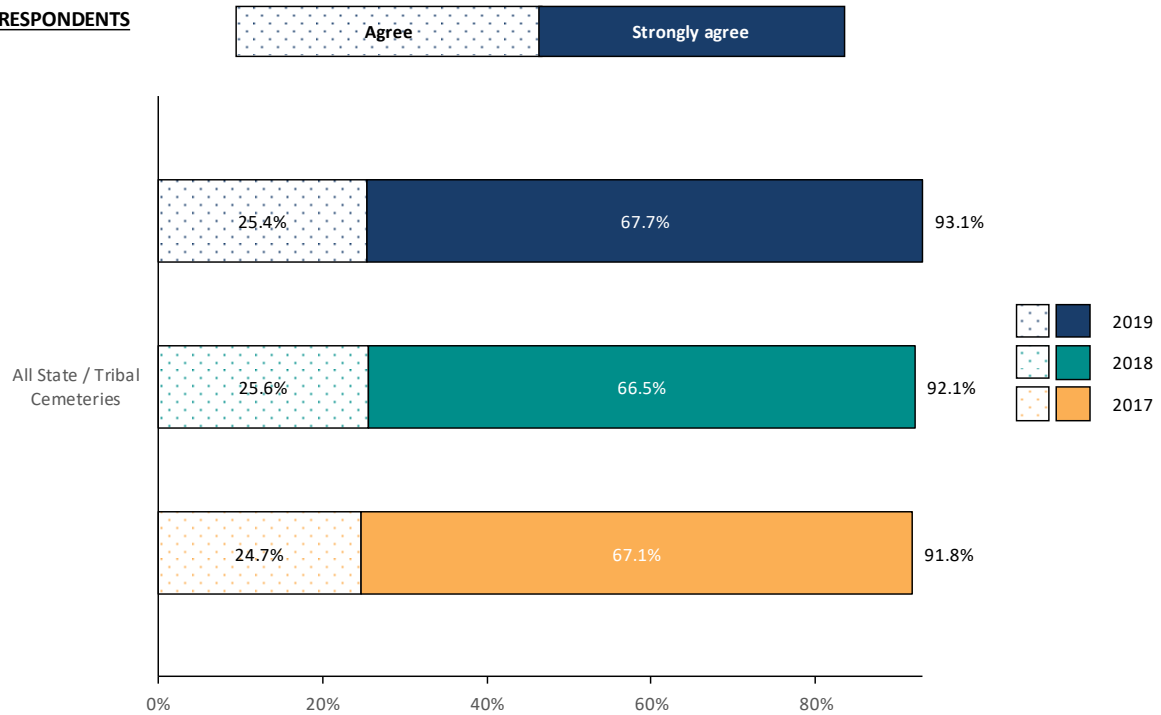
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 34/28: There are sufficient signs within the cemetery to assist visitors.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9441	67.7%	1.2%	25.4%	4.9%	1.7%	0.3%
	2018	9516	66.5%	-0.6%	25.6%	5.3%	2.2%	0.4%
	2017	7554	67.1%	0.0%	24.7%	5.7%	2.3%	0.2%

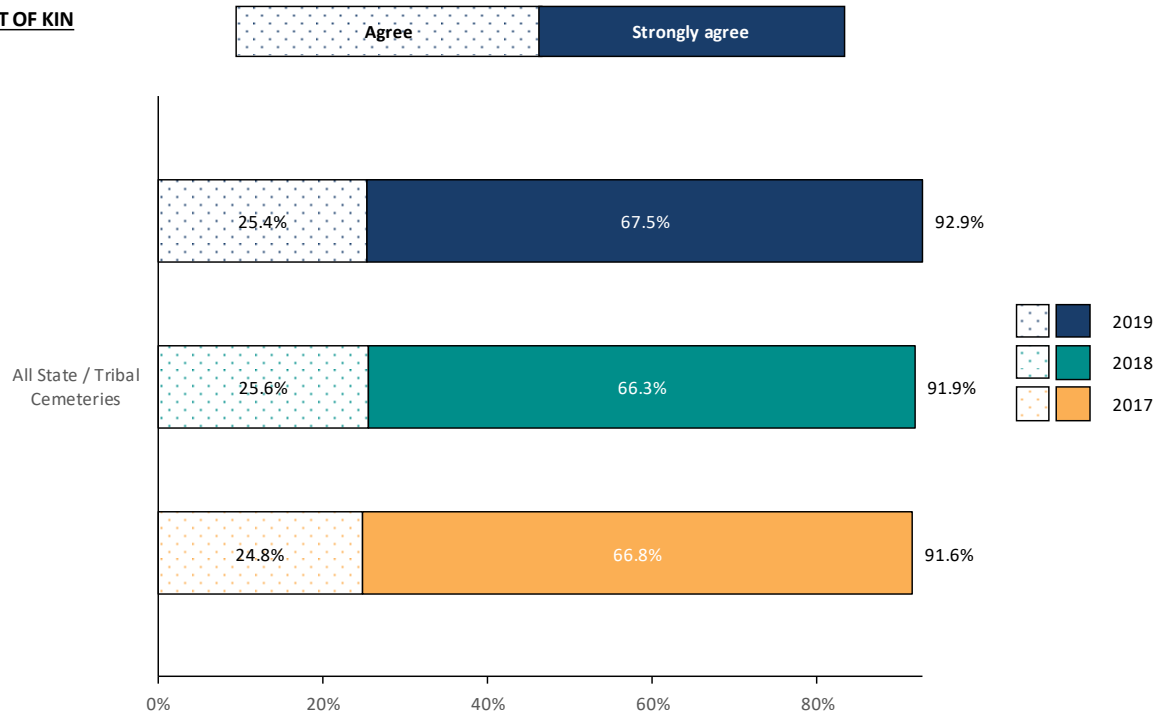
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

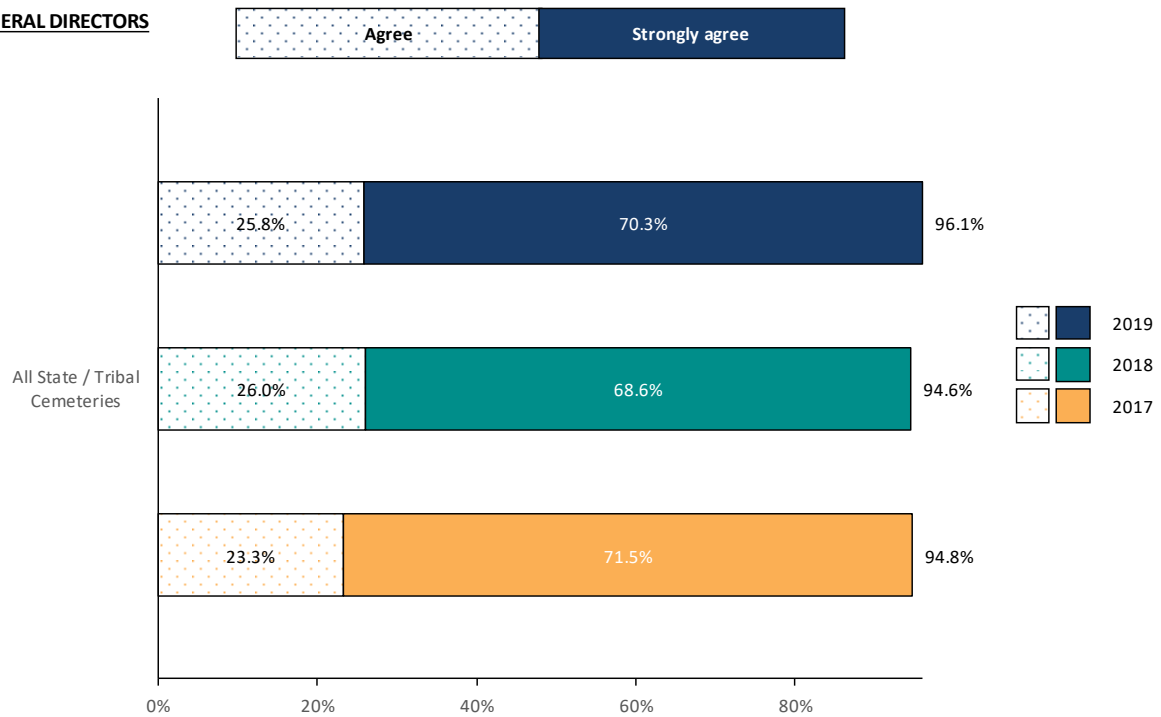
Cemetery Appearance and Visitor Accommodations

Question 34/28: There are sufficient signs within the cemetery to assist visitors.

NEXT OF KIN



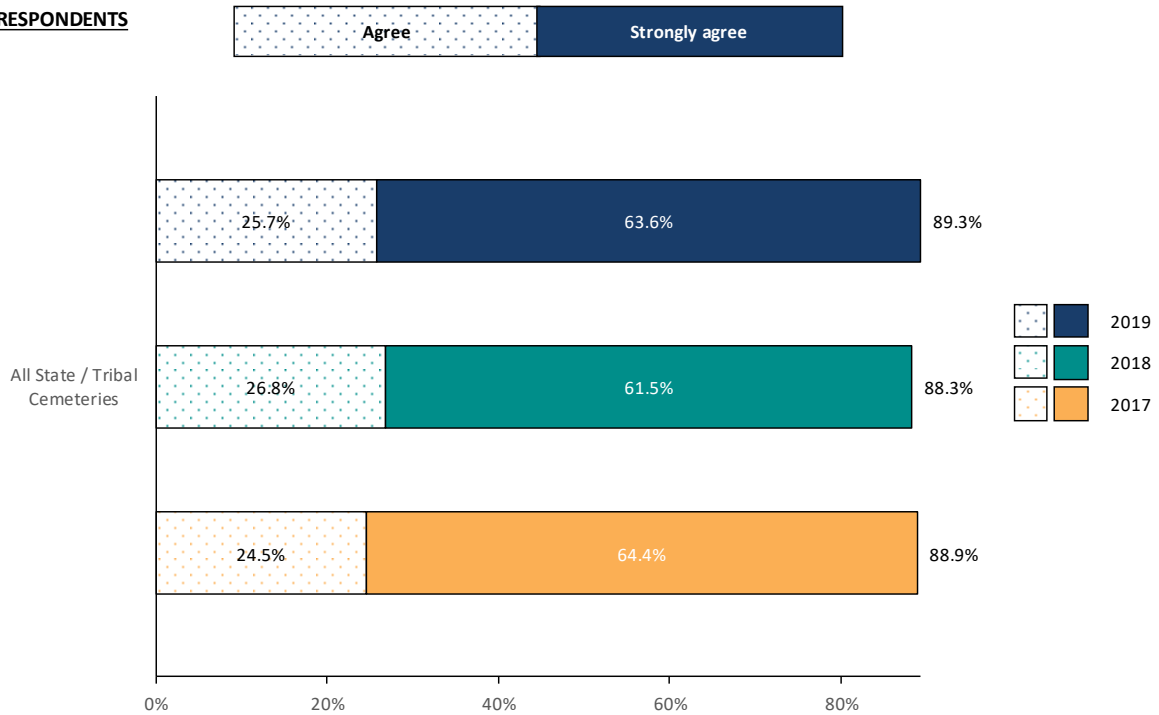
FUNERAL DIRECTORS



Cemetery Appearance and Visitor Accommodations

Question 39/33: The information kiosks (i.e., gravesite locators) are helpful to me.

ALL RESPONDENTS



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	8114	63.6%	2.1%	25.7%	9.3%	0.9%	0.4%
	2018	8184	61.5%	-2.9%	26.8%	10.3%	1.1%	0.4%
	2017	6490	64.4%	0.3%	24.5%	9.4%	1.3%	0.4%

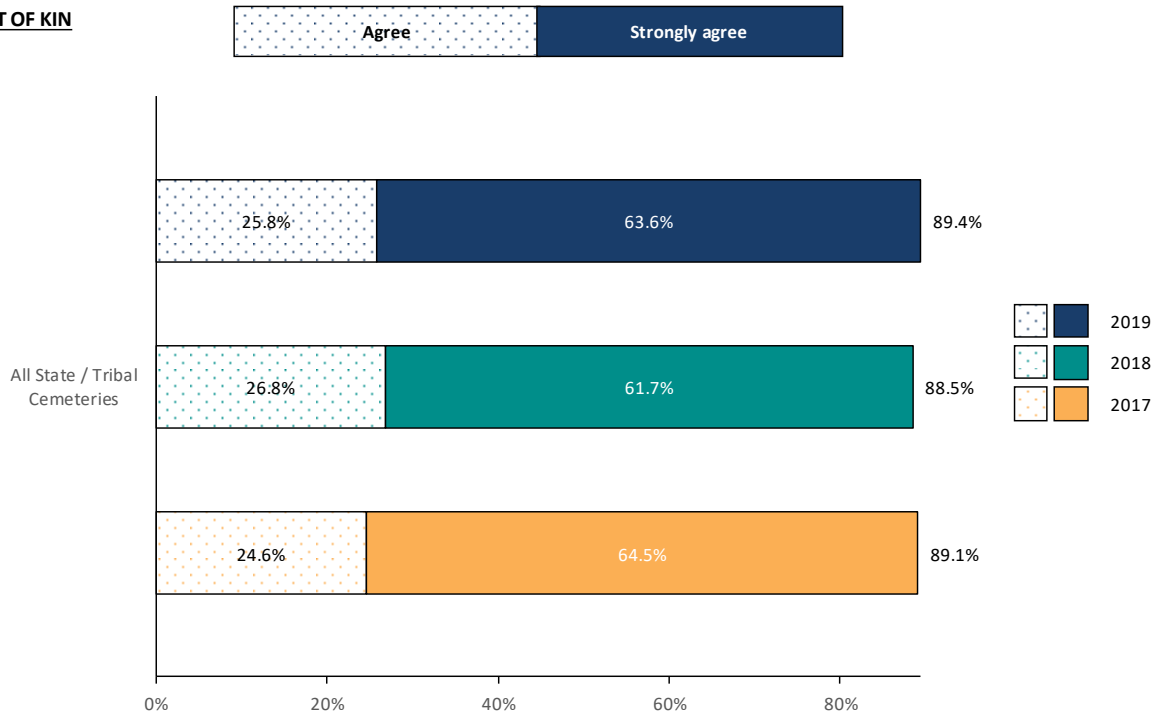
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Next of Kin and Funeral Director data for this survey item are presented on the following page.

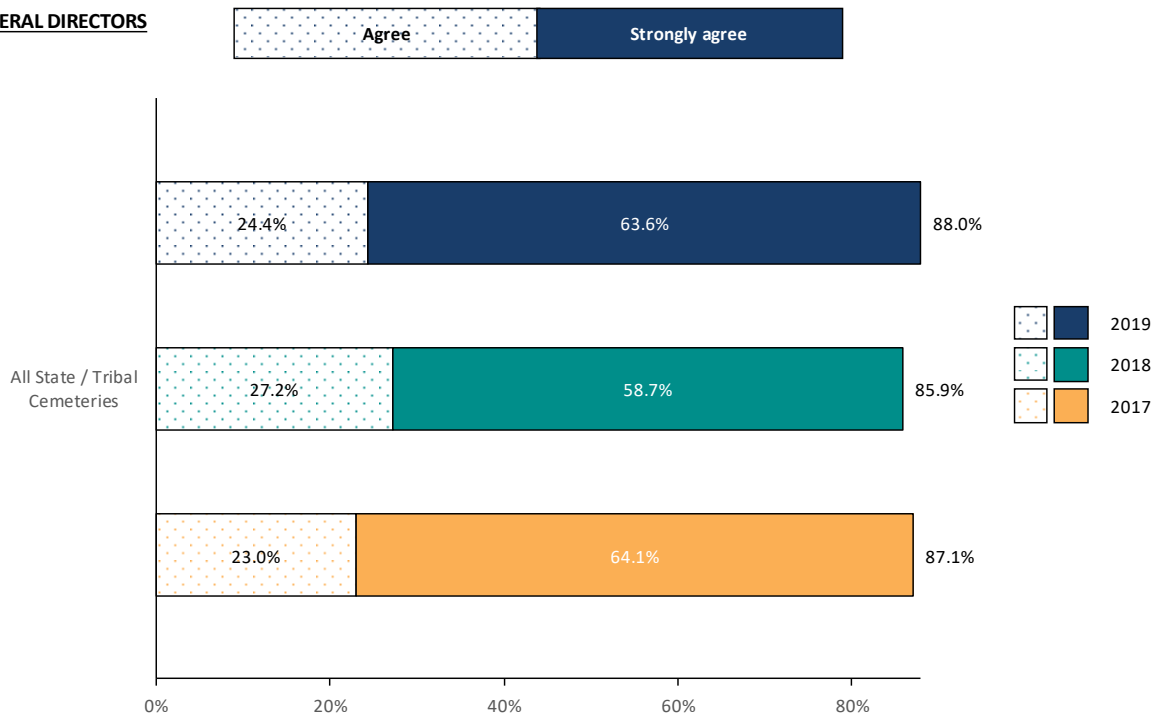
Cemetery Appearance and Visitor Accommodations

Question 39/33: The information kiosks (i.e., gravesite locators) are helpful to me.

NEXT OF KIN



FUNERAL DIRECTORS



State or Tribal Veterans Cemeteries in Comparison to National Cemeteries

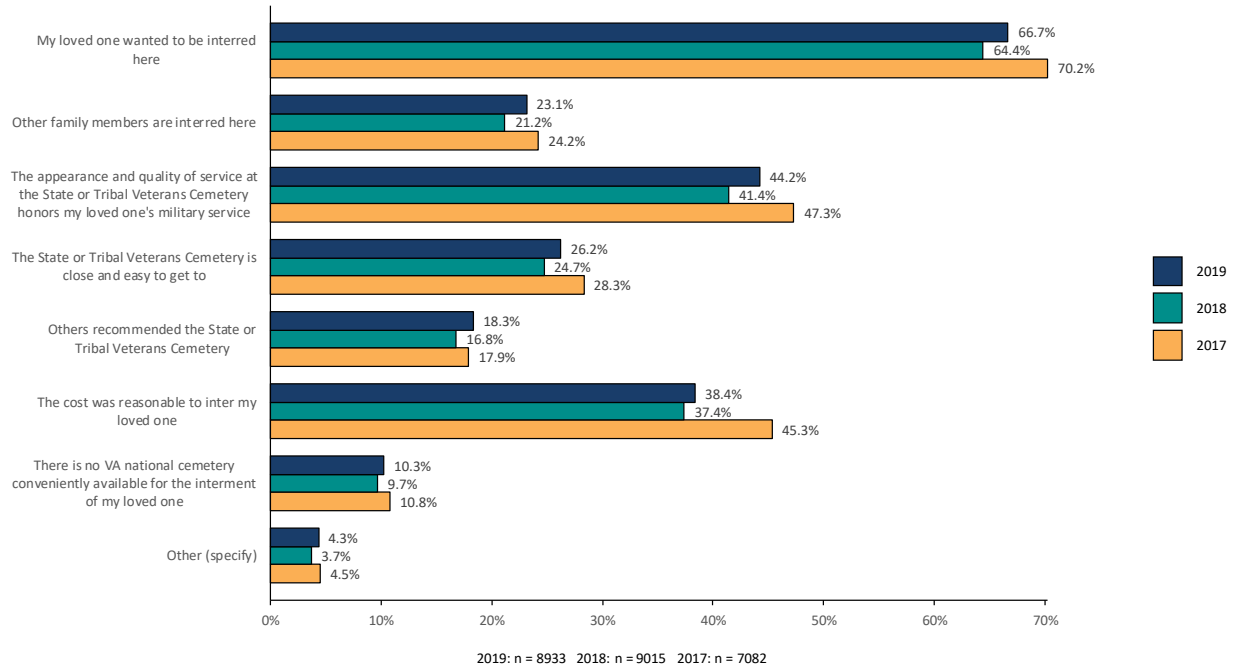
SECTION DESCRIPTION

- This section presents survey findings from next of kin about their experience with State or Tribal Veterans Cemeteries in comparison to national cemeteries.
- Measures of comparisons between State or Tribal Veterans Cemeteries and national cemeteries are provided on appearance, quality of service, and honor to Veterans.
- Due to rounding, some percentages may not sum to 100%.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 46: Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

NEXT OF KIN

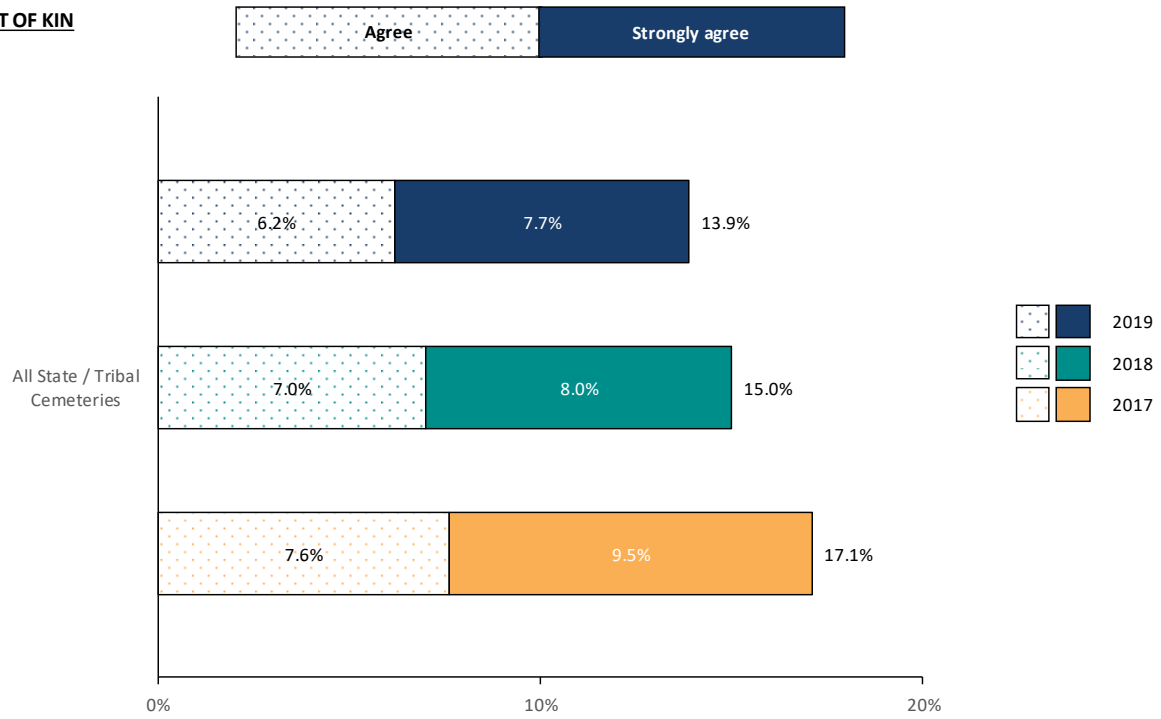


Note: As respondents could select more than one response option, percentages may not sum to 100.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 47: If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.

NEXT OF KIN



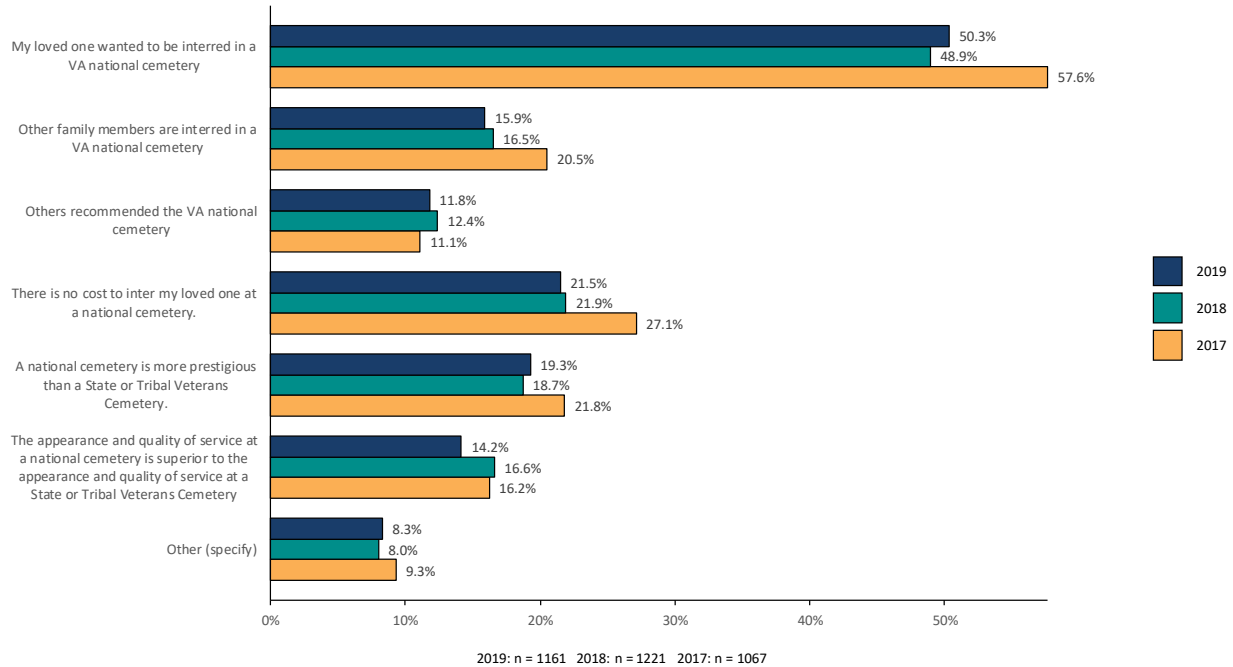
	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	8581	7.7%	-0.3%	6.2%	52.4%	23.6%	10.2%
	2018	8379	8.0%	-1.5%	7.0%	52.2%	23.9%	8.9%
	2017	6929	9.5%	-0.1%	7.6%	51.7%	21.9%	9.3%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 48: Please choose any of the following to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

NEXT OF KIN



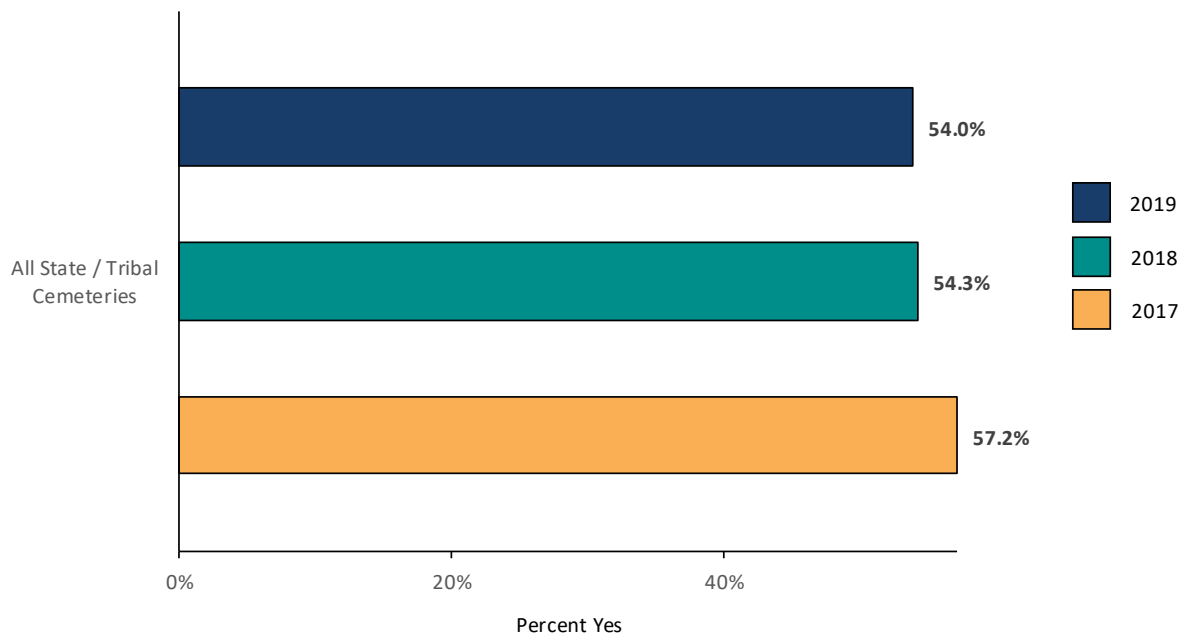
Only respondents that indicated "Strongly Agree" or "Agree" to Question 47 (NoK) received this question.

Note: As respondents could select more than one response option, percentages may not sum to 100.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 49: Have you visited a VA national cemetery?

NEXT OF KIN

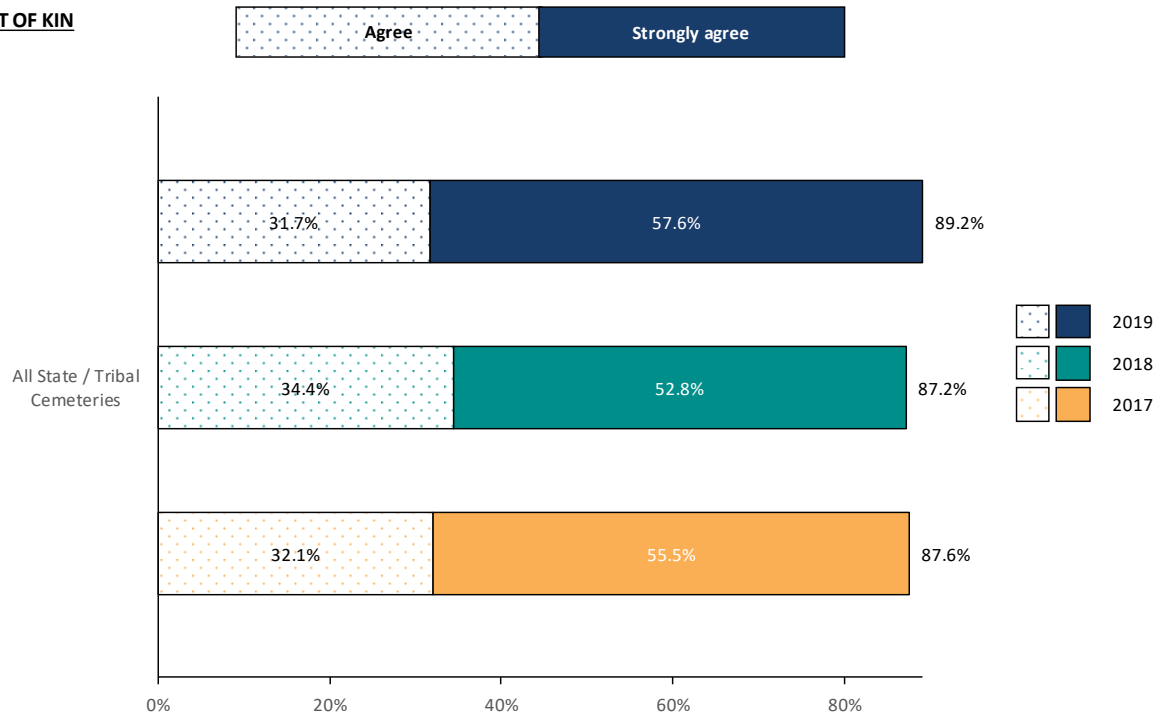


	Year	n	Yes	No
All State / Tribal Cemeteries	2019	8622	54.0%	46.1%
	2018	8456	54.3%	45.7%
	2017	7158	57.2%	42.8%

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 50: Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	4401	57.6%	4.8%	31.7%	9.3%	1.3%	0.2%
	2018	4466	52.8%	-2.7%	34.4%	11.2%	1.4%	0.1%
	2017	3863	55.5%	0.9%	32.1%	10.5%	1.8%	0.1%

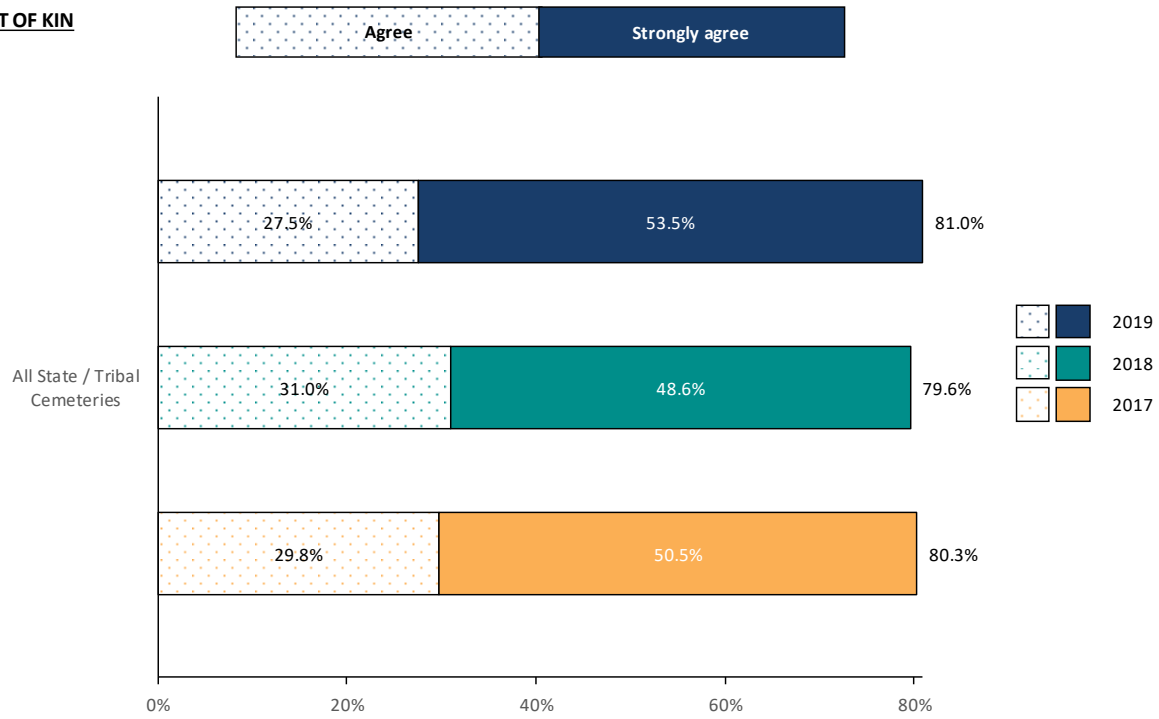
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents that indicated "Yes" to Question 49 (NoK) received this question.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 51: Based on your visit, the quality of the service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	4397	53.5%	4.9%	27.5%	18.0%	0.9%	0.2%
	2018	4446	48.6%	-1.9%	31.0%	19.2%	1.0%	0.2%
	2017	3783	50.5%	1.0%	29.8%	18.5%	1.1%	0.1%

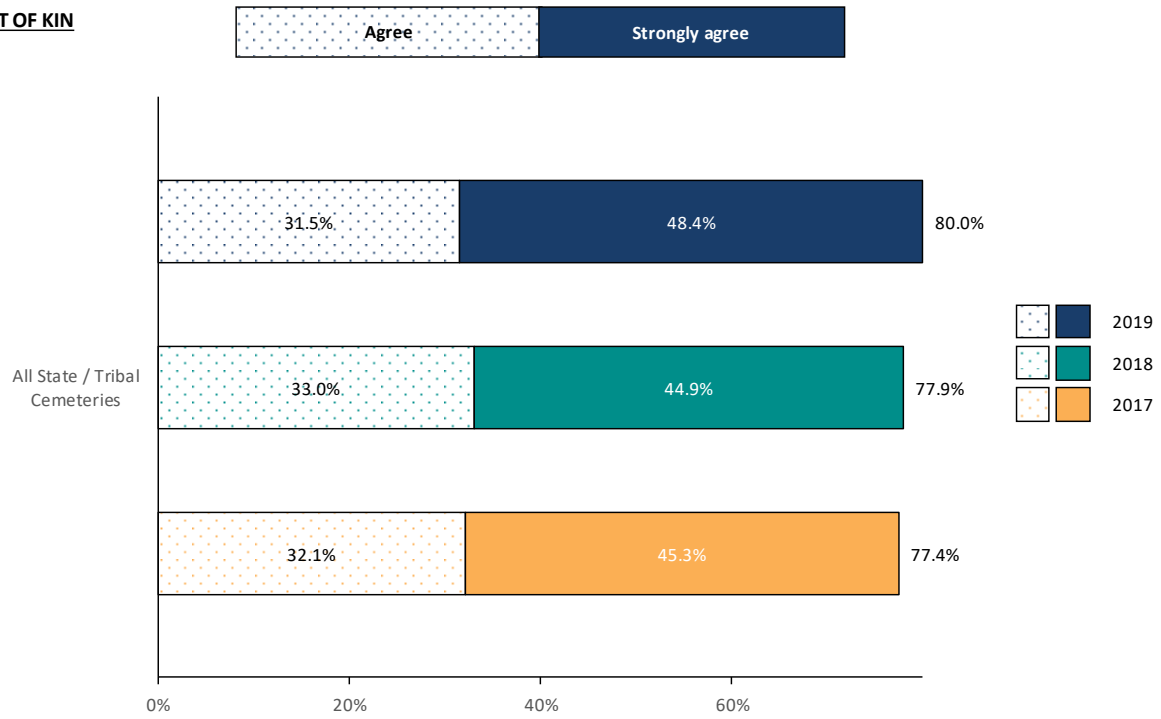
*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

Only respondents that indicated "Yes" to Question 49 (NoK) received this question.

State or Tribal Veteran Cemeteries in Comparison to National Cemeteries: Next of Kin

Question 52: The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

NEXT OF KIN



	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	8604	48.4%	3.5%	31.5%	18.2%	1.5%	0.3%
	2018	8417	44.9%	-0.4%	33.0%	19.8%	1.9%	0.4%
	2017	7122	45.3%	0.6%	32.1%	20.5%	1.7%	0.3%

*The change scores represent the difference between the "Strongly agree" categories for the row year and the previous year.

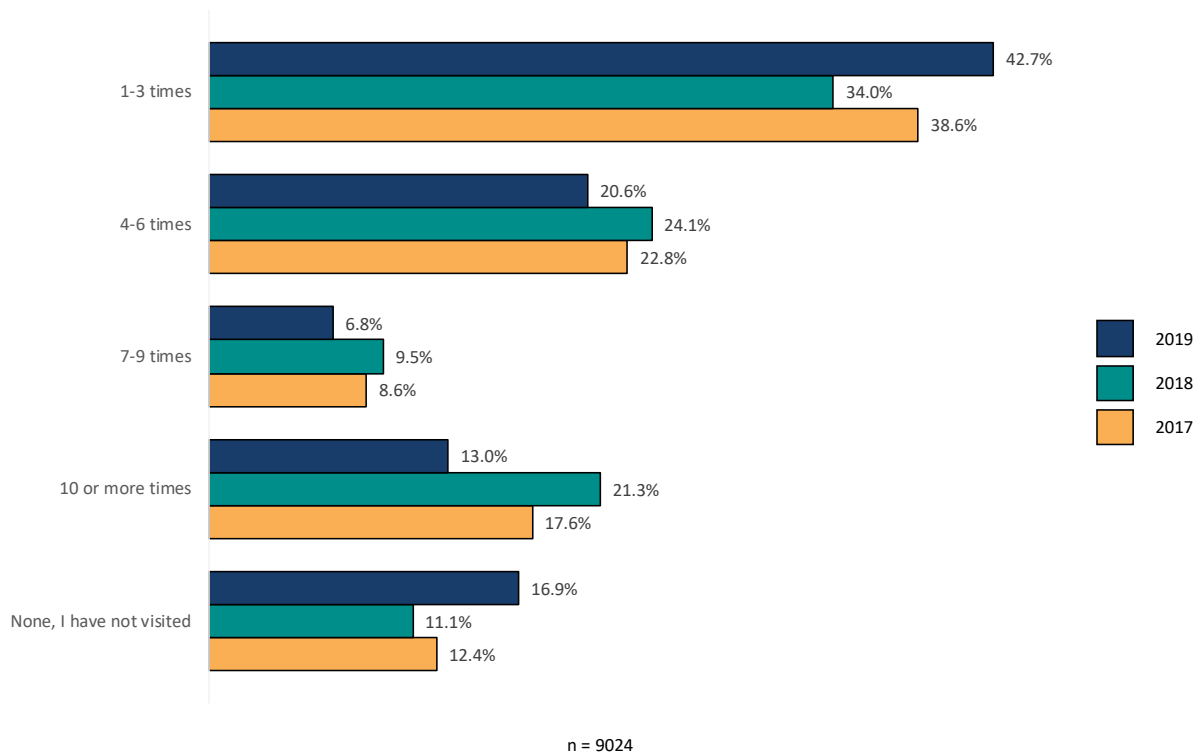
Appendix A:
Respondent Characteristics:
Next of Kin
Funeral Directors

SECTION DESCRIPTION

- This section presents an overview of the characteristics of the survey respondent population.
- Key self-reported demographic information is presented for both next of kin and funeral director survey respondents.
- Question-by-question comparative analyses (Elements of Comparison) are included as well.
- Due to rounding, some percentages may not sum to 100%.

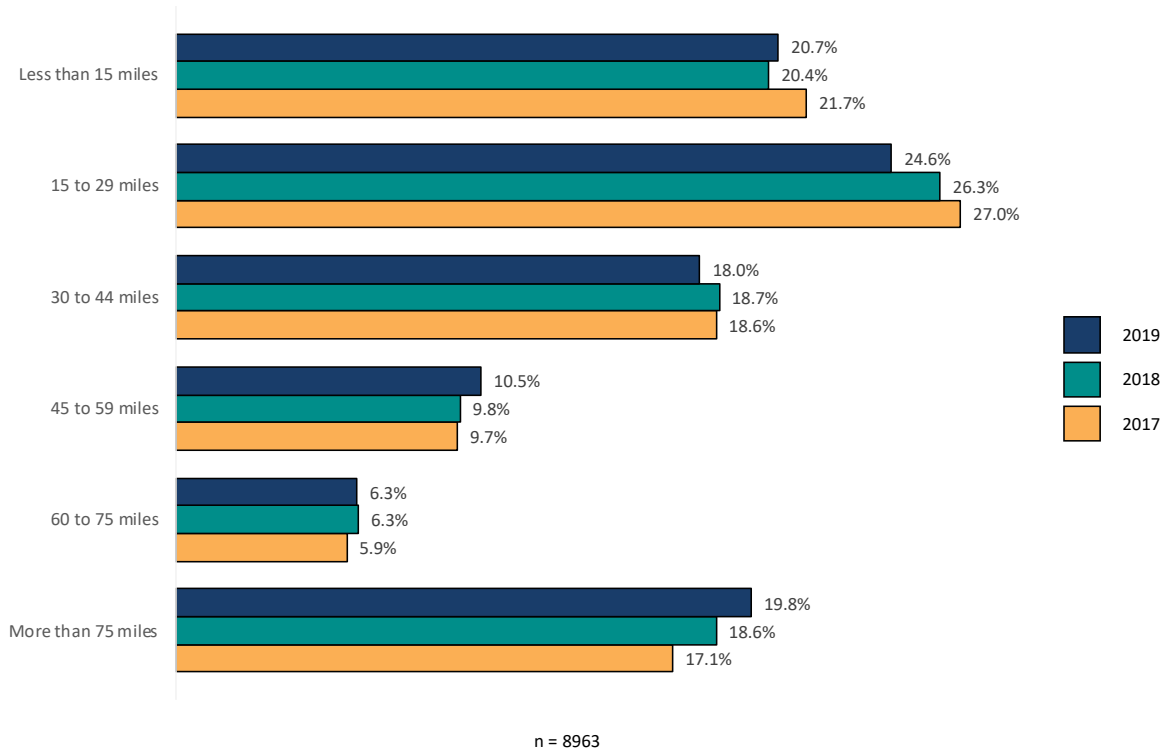
Appendix A: Respondent Characteristics: Next of Kin

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?



Appendix A: Respondent Characteristics: Next of Kin

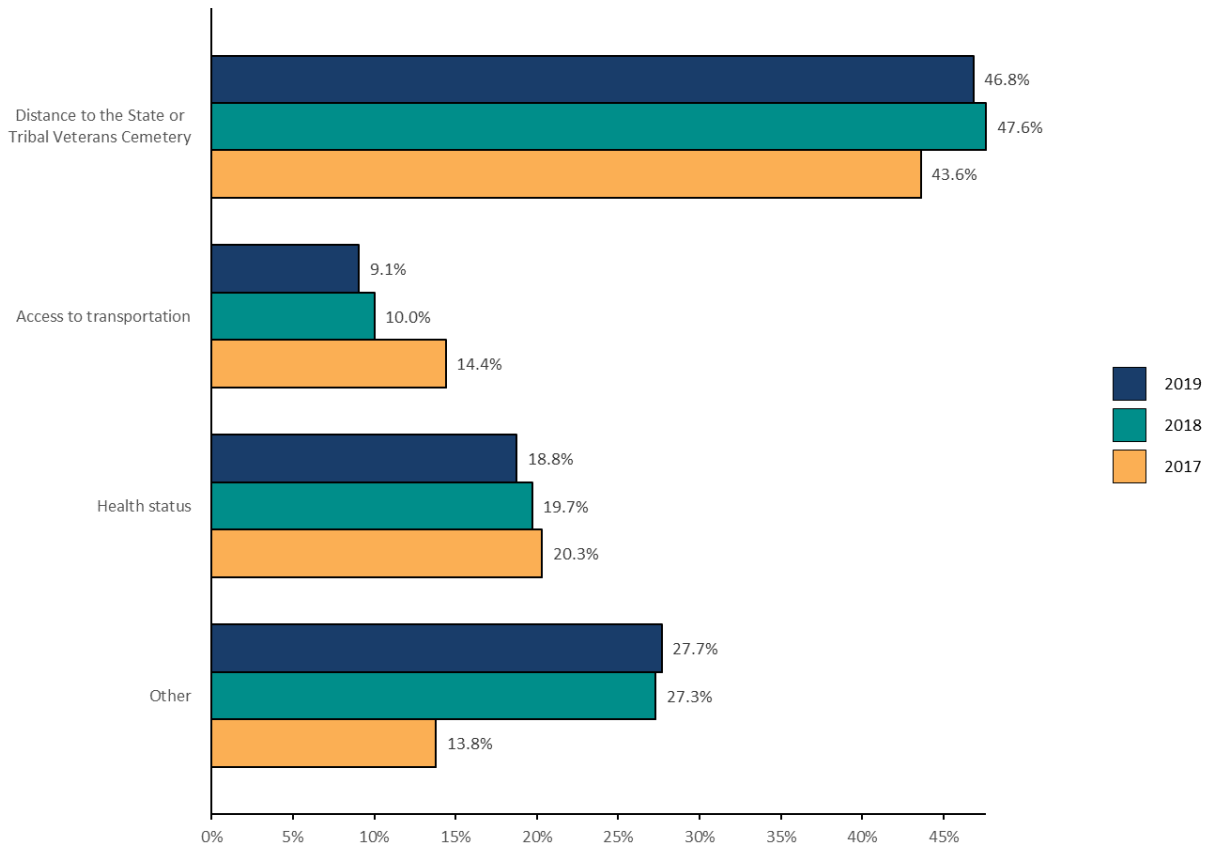
Question 2: How far do you reside from the State or Tribal Veterans Cemetery?



Appendix A: Respondent Characteristics: Next of Kin

Question 3: Which of the following factors limit the number of times you visit where your loved one is interred? (Mark all that apply)

NEXT OF KIN

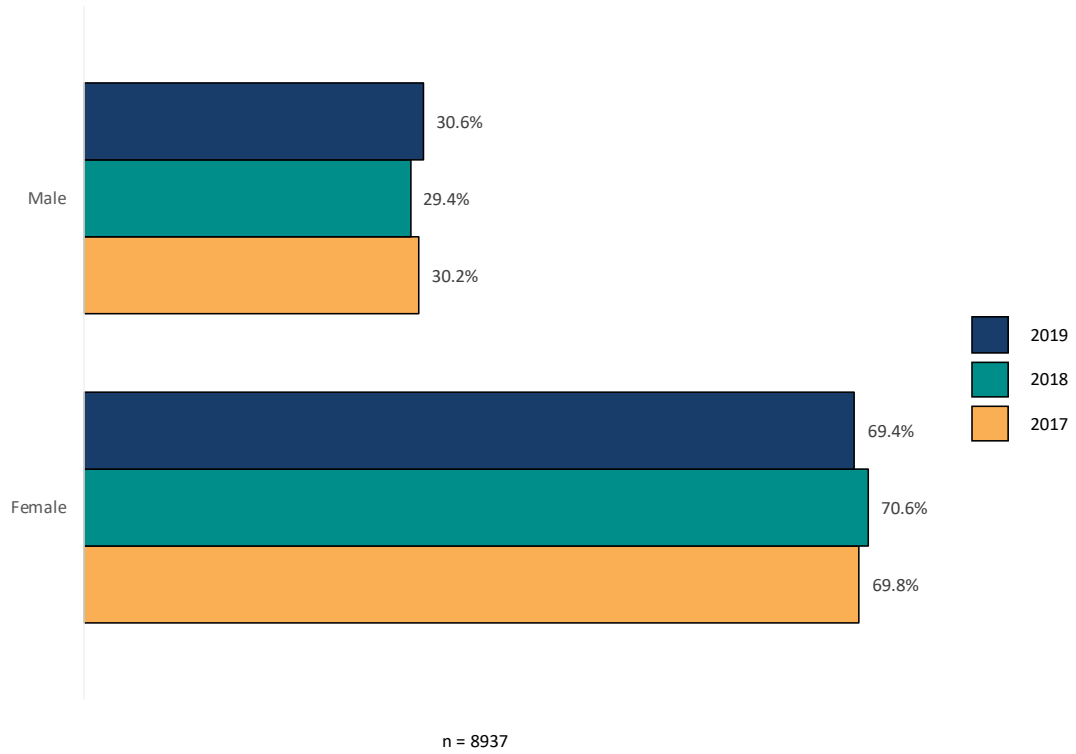


2019: n = 9080 2018: n = 8977 2017: n = 6746

Note: As respondents could select more than one response option, percentages may not sum to 100.

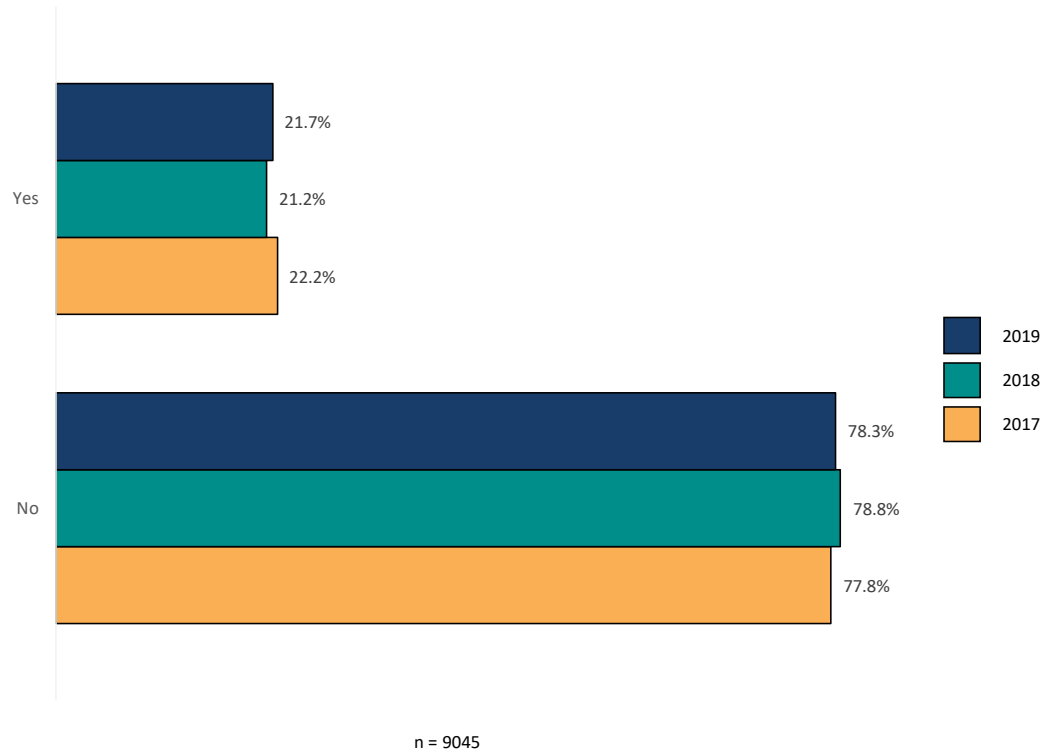
Appendix A: Respondent Characteristics: Next of Kin

Question 27: What is your gender?



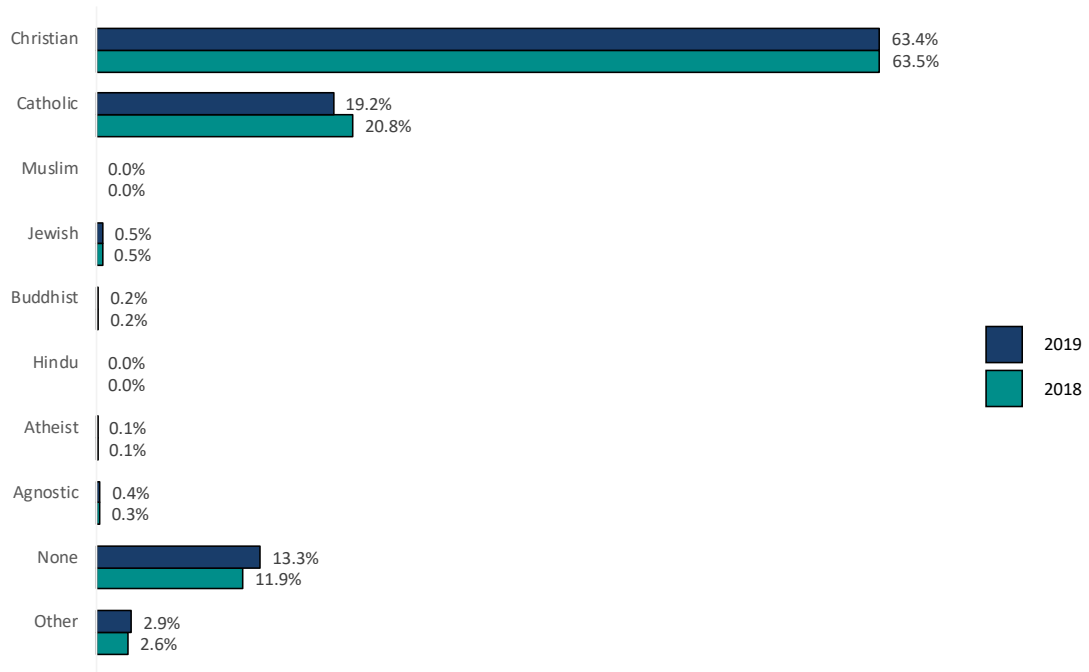
Appendix A: Respondent Characteristics: Next of Kin

Question 4: Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?



Appendix A: Respondent Characteristics: Next of Kin

Question 12: In what religious practice was the burial conducted?



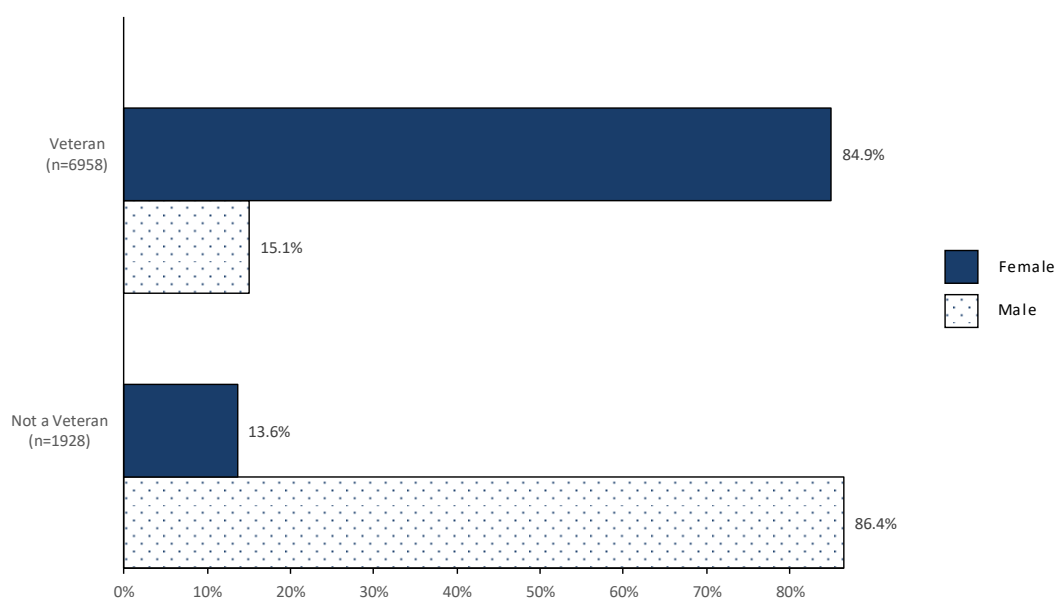
n = 8820

ELEMENT OF COMPARISON

Gender by Veteran Status

Question 27: What is your gender?

Question 4: Have you ever served on active duty in the U.S. armed forces, either in the regular military or a National Guard or Reserve Unit?

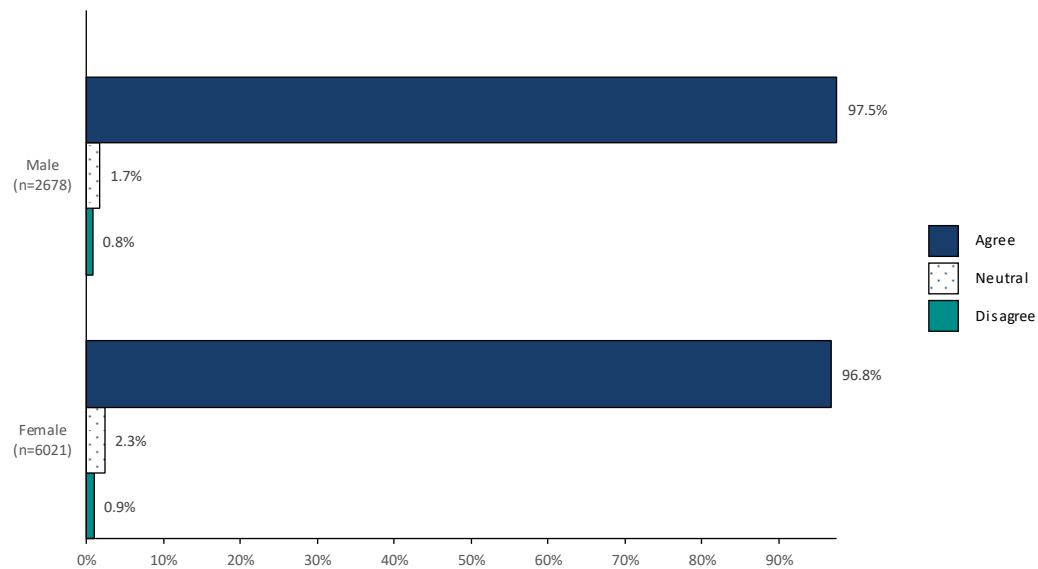


ELEMENT OF COMPARISON

Influence of gender on the perception of quality of service

Question 27: What is your gender?

Question 35: The quality of service from cemetery staff is excellent.

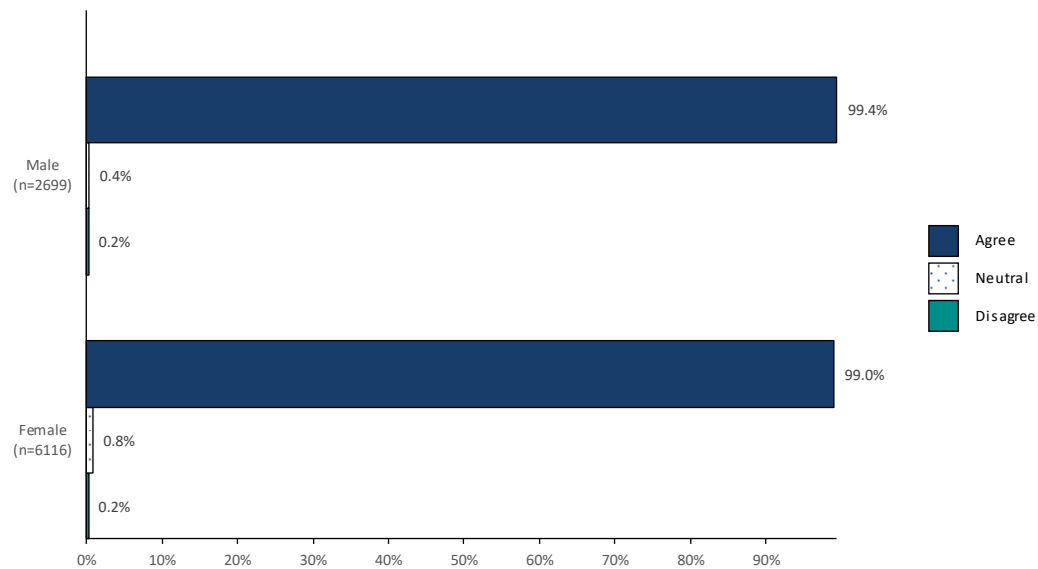


ELEMENT OF COMPARISON

Influence of gender on recommending the cemetery

Question 27: What is your gender?

Question 42: I would recommend the cemetery to Veteran families during their time of need.

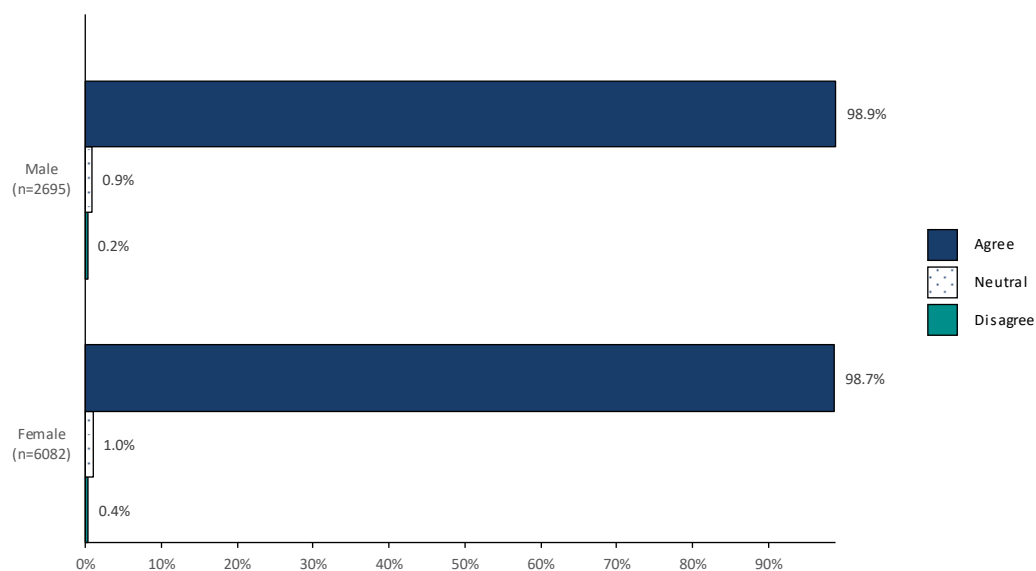


ELEMENT OF COMPARISON

Influence of gender on the perception of overall appearance of the State or Tribal Veterans Cemetery

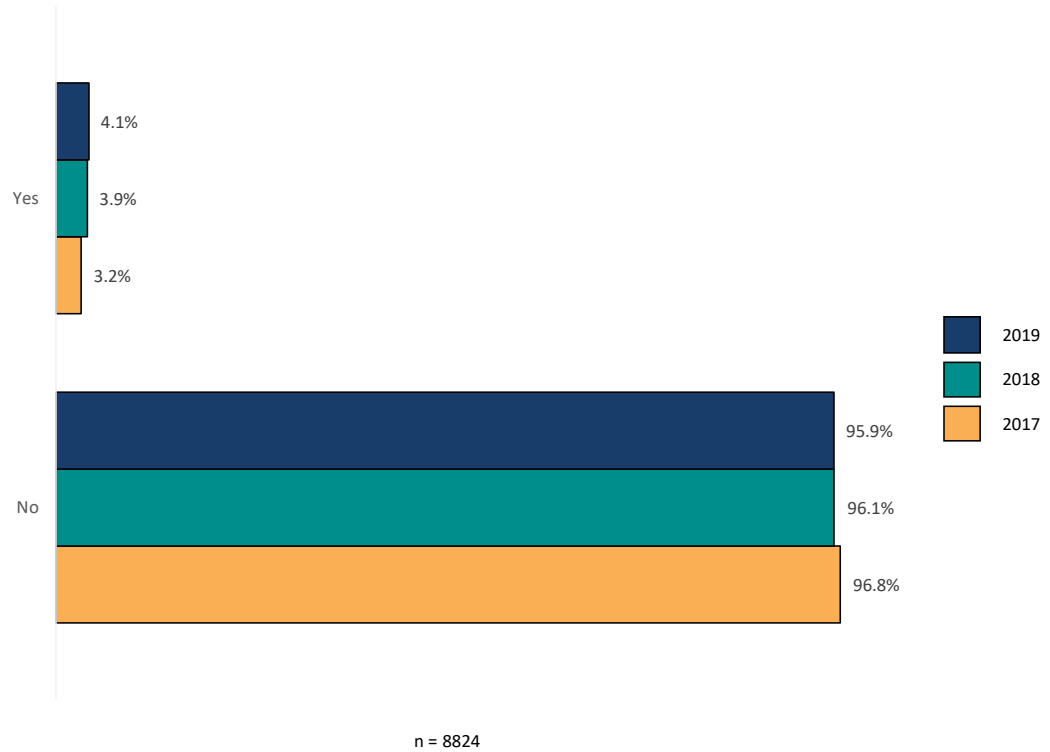
Question 27: What is your gender?

Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



Appendix A: Respondent Characteristics: Next of Kin

Question 28: Are you Hispanic or Latino?

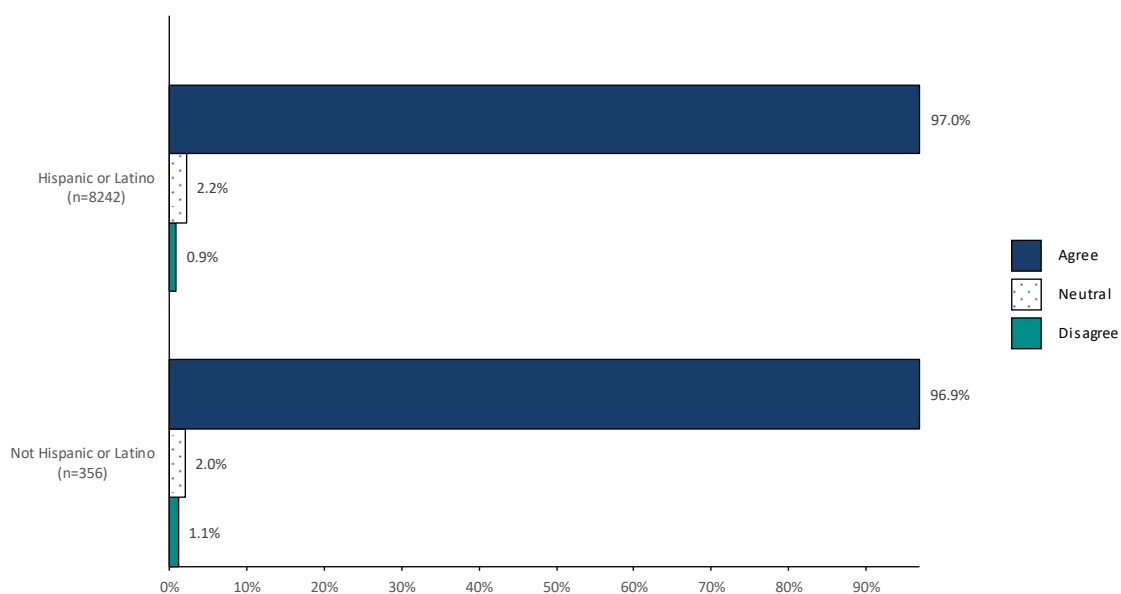


ELEMENT OF COMPARISON

Influence of ethnicity on the perception of quality of service

Question 28: Are you Hispanic or Latino?

Question 35: The quality of service from cemetery staff is excellent.

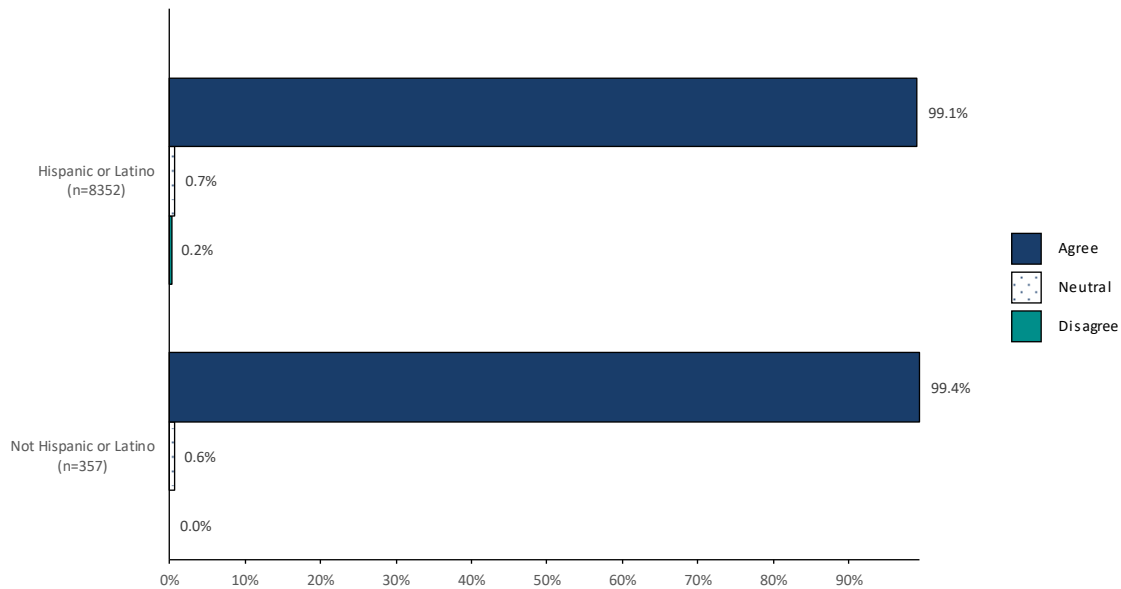


ELEMENT OF COMPARISON

Influence of ethnicity on recommending the cemetery

Question 28: Are you Hispanic or Latino?

Question 42: I would recommend the cemetery to Veteran families during their time of need.

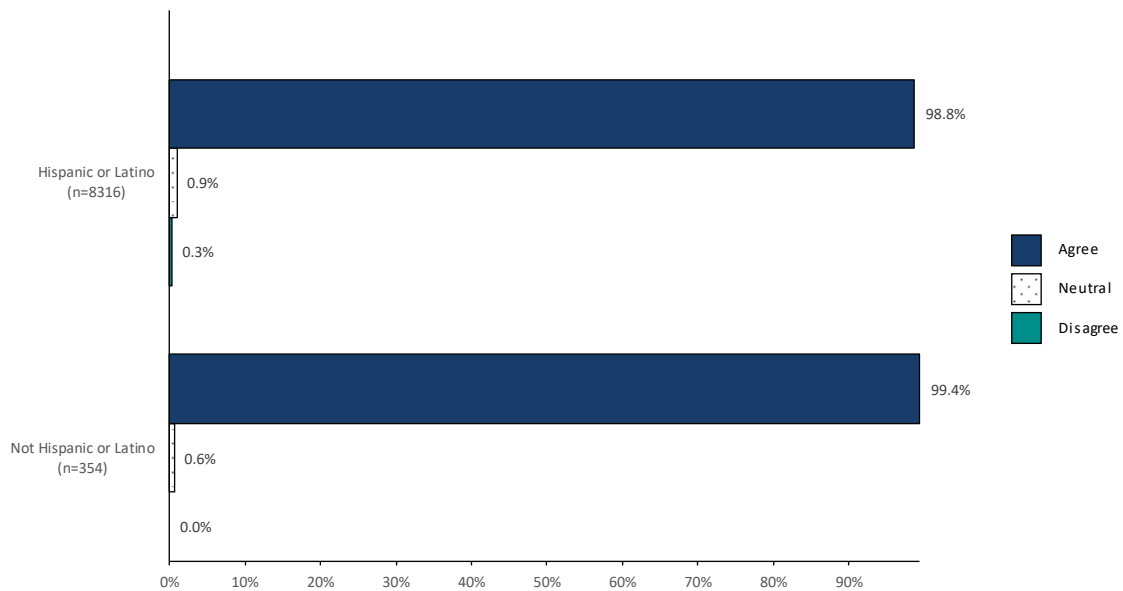


ELEMENT OF COMPARISON

Influence of ethnicity on the perception of overall appearance of the State or Tribal Veterans Cemetery

Question 28: Are you Hispanic or Latino?

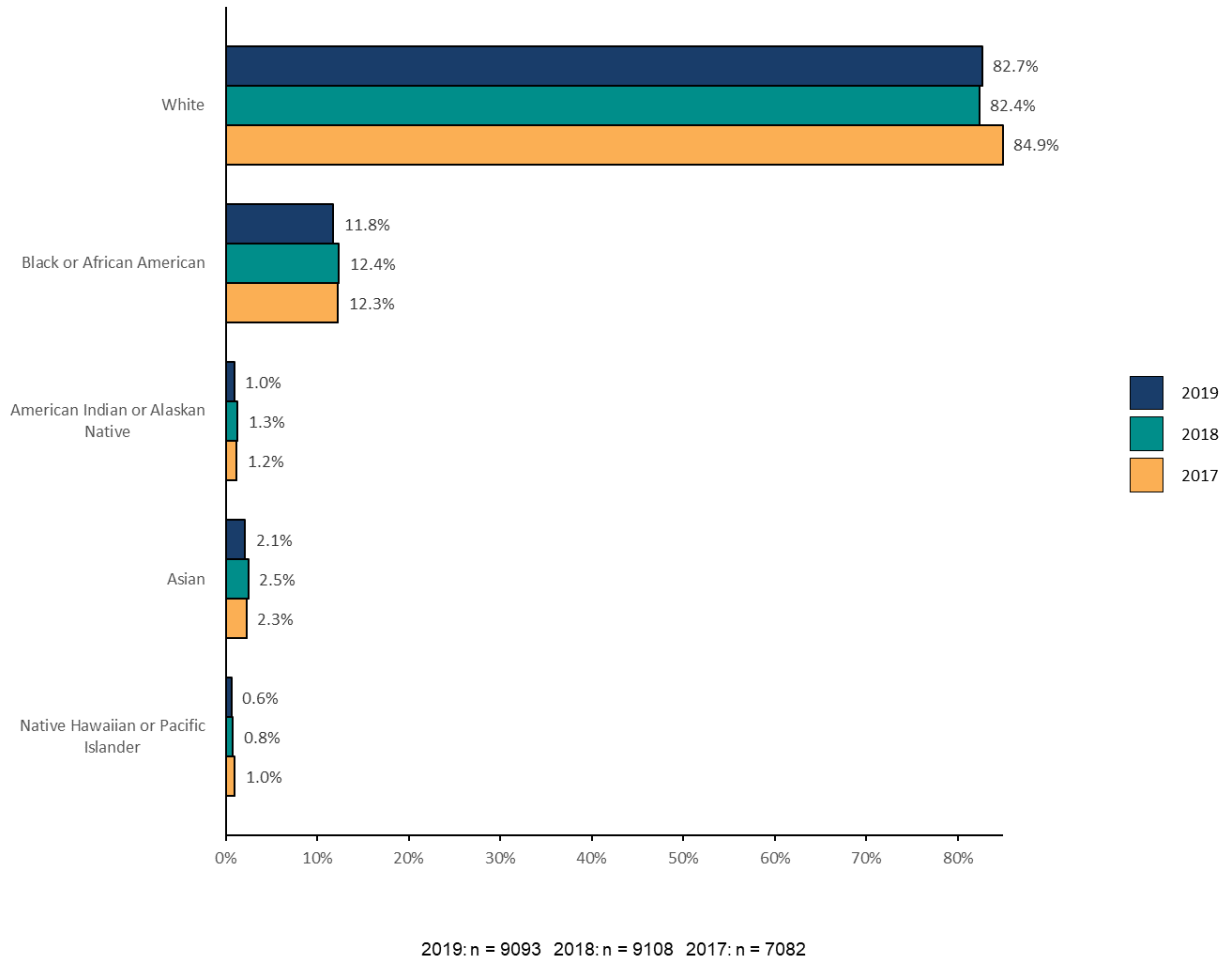
Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.



Appendix A: Respondent Characteristics: Next of Kin

Question 29: What is your race? (Mark one or more)

NEXT OF KIN



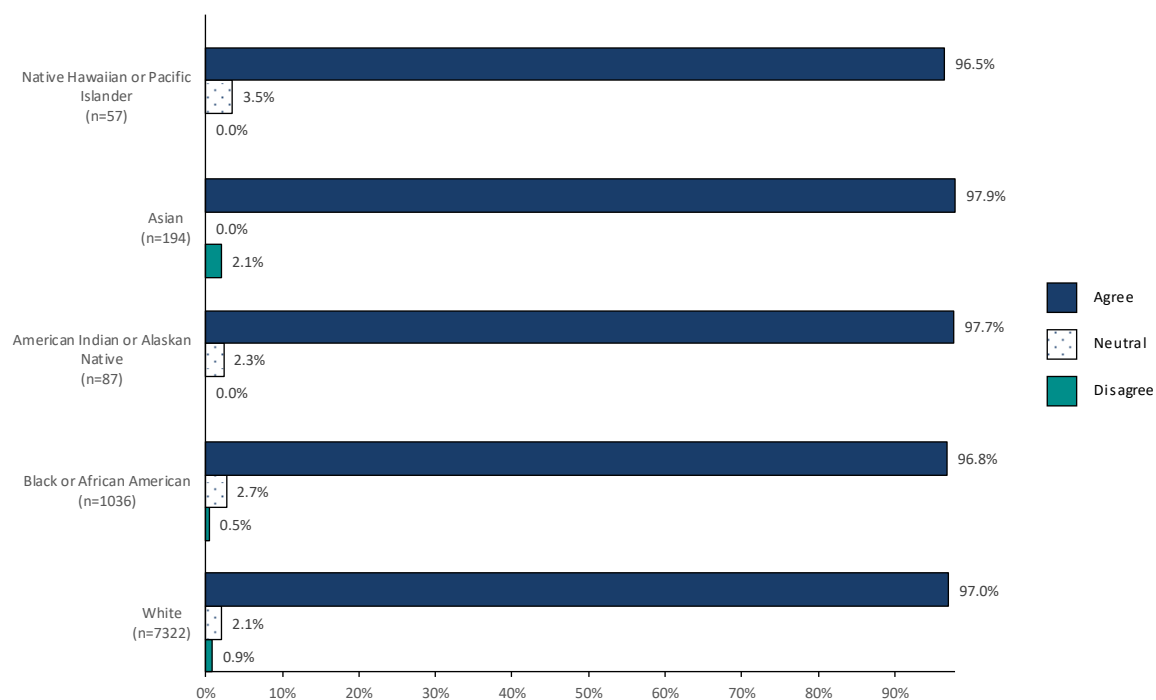
Note: As respondents could select more than one response option, percentages may not sum to 100.

ELEMENT OF COMPARISON

Influence of race on the perception of quality of service

Question 29: What is your race?

Question 35: The quality of service received from the cemetery staff was excellent.

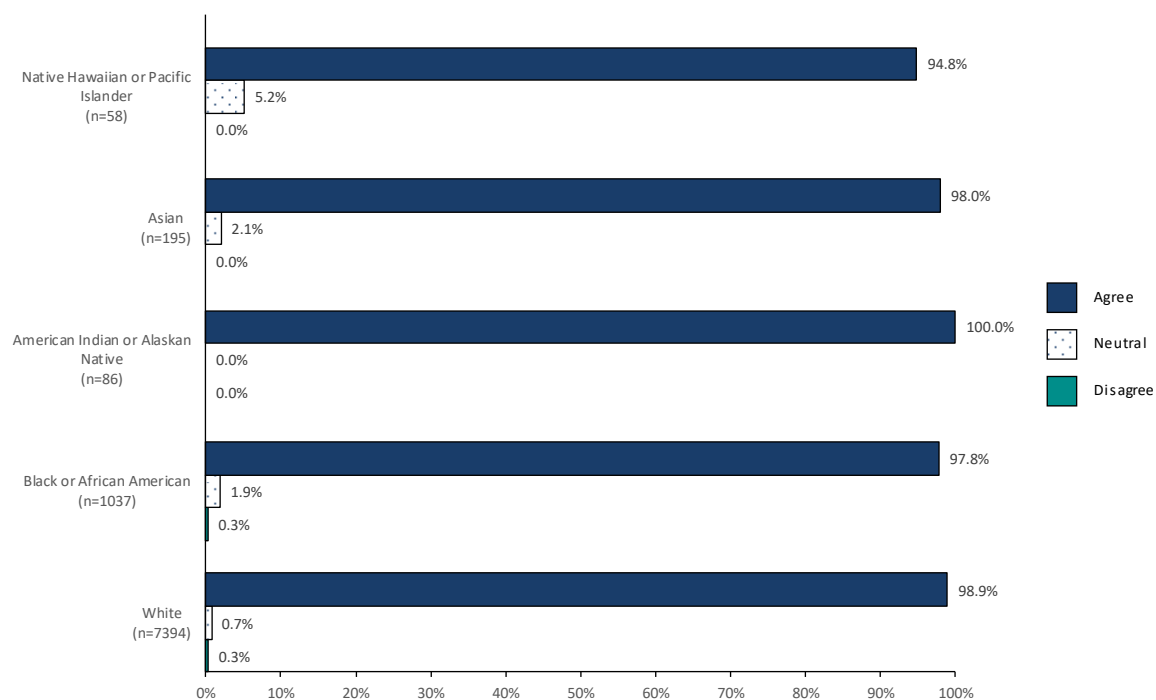


ELEMENT OF COMPARISON

Influence of race on the perception of overall appearance of the cemetery

Question 29: What is your race?

Question 40: The overall appearance of the State or Tribal Veterans Cemetery is excellent.

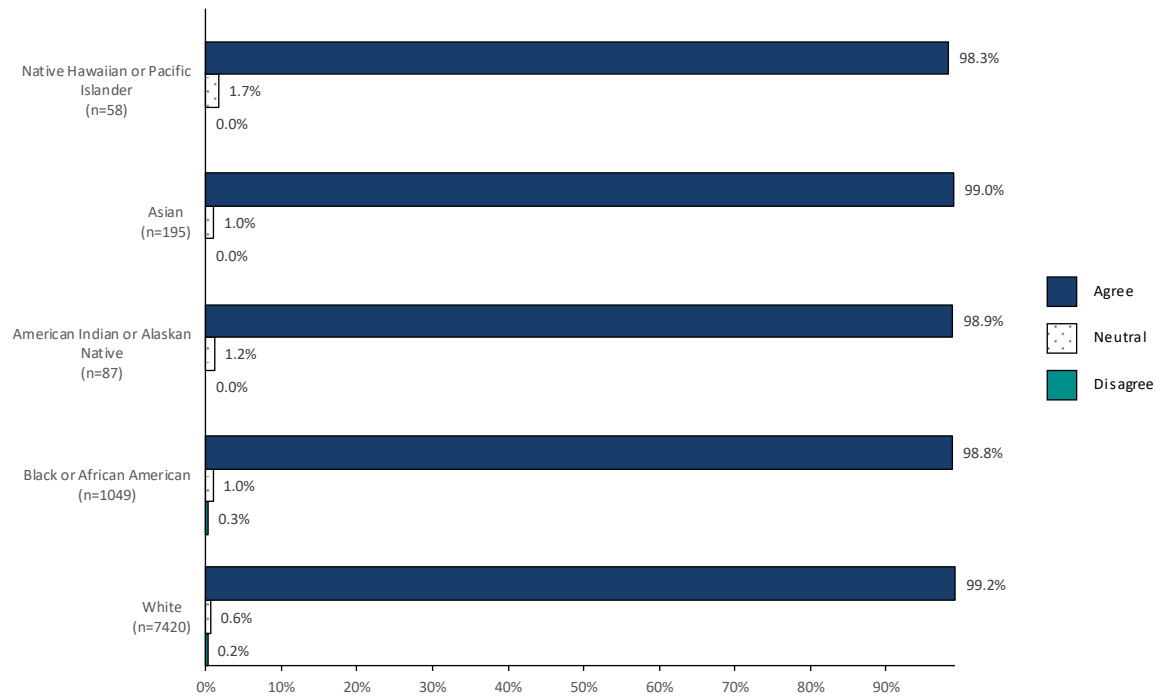


ELEMENT OF COMPARISON

Influence of race on recommending the cemetery

Question 29: What is your race?

Question 42: I would recommend the cemetery to Veteran families during their time of need.

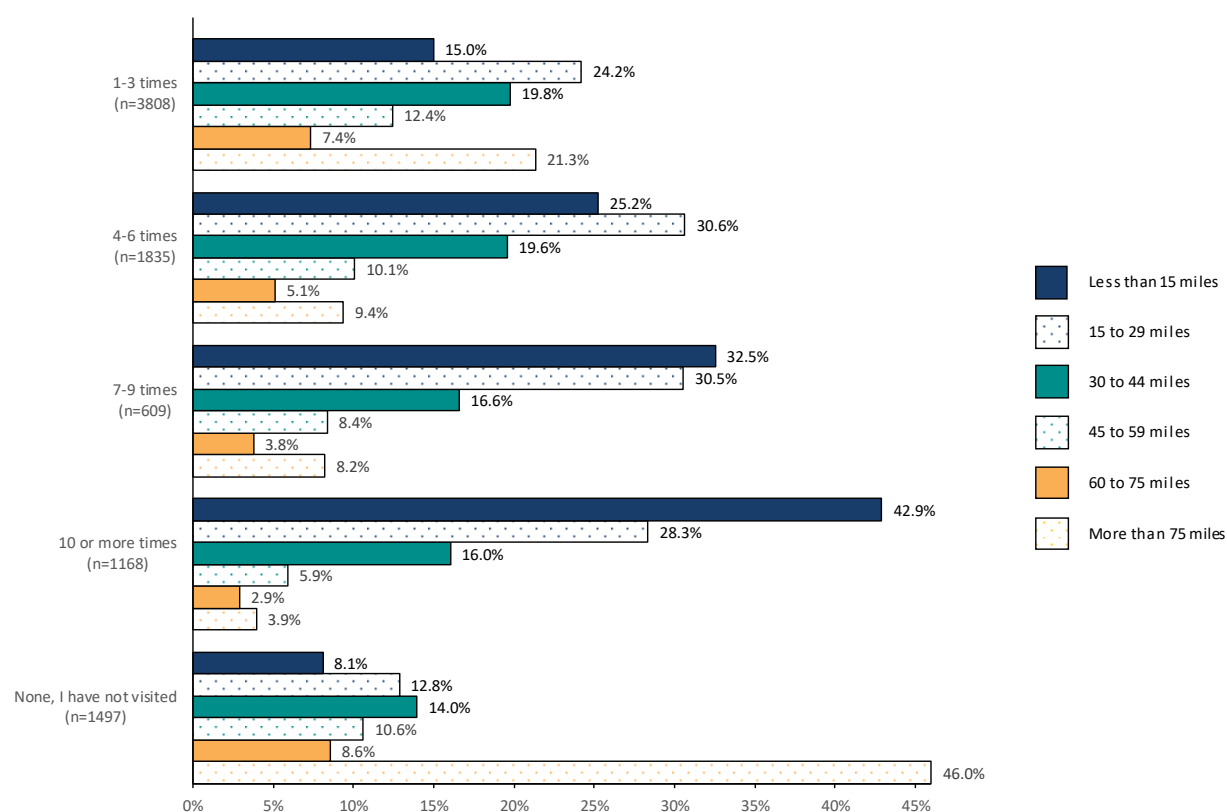


ELEMENT OF COMPARISON

Number of times you have visited the State or Tribal Veterans Cemetery by the distance to cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 2: How far do you reside from the State or Tribal Veterans Cemetery?

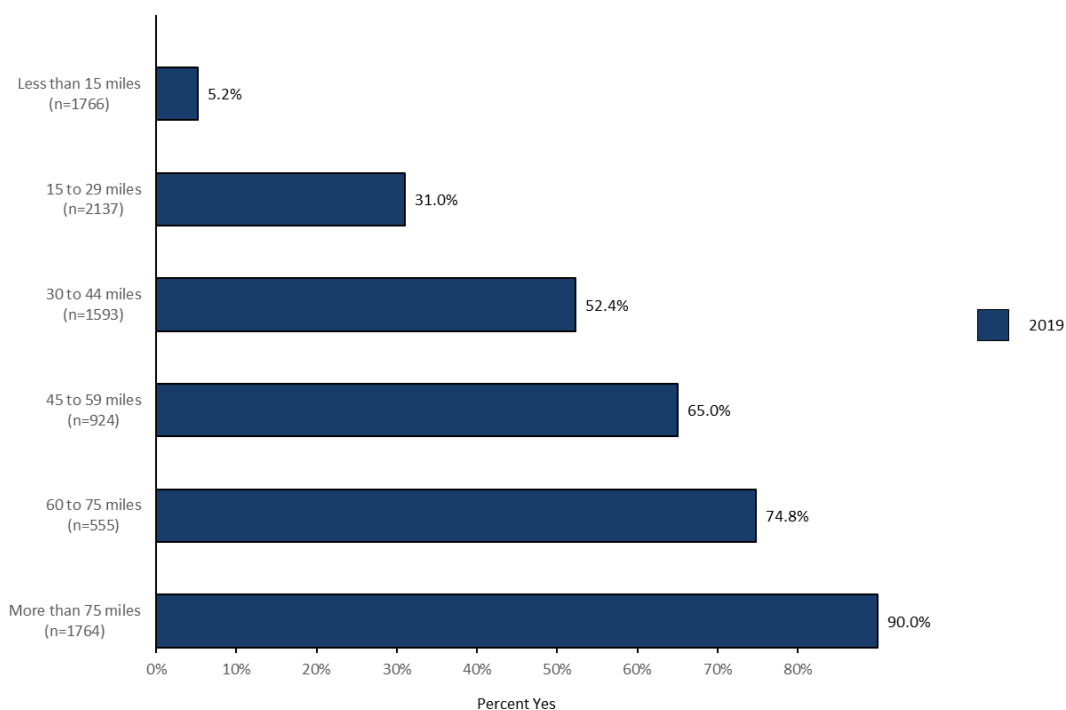


ELEMENT OF COMPARISON

Factors influencing visiting by the distance to cemetery

Question 2: How far do you reside from the State or Tribal Veterans Cemetery?

Question 3a: Do the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred: Distance to the State or Tribal Veterans Cemetery



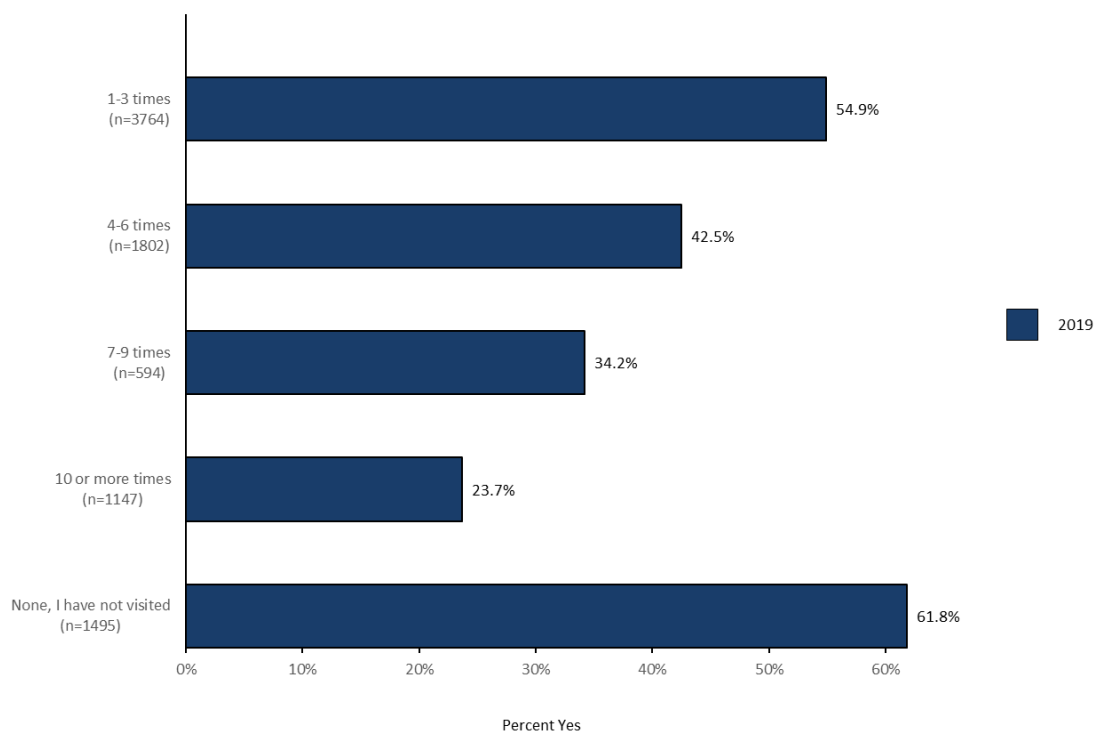
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3a: Do the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred:

- Distance to the State or Tribal Veterans Cemetery



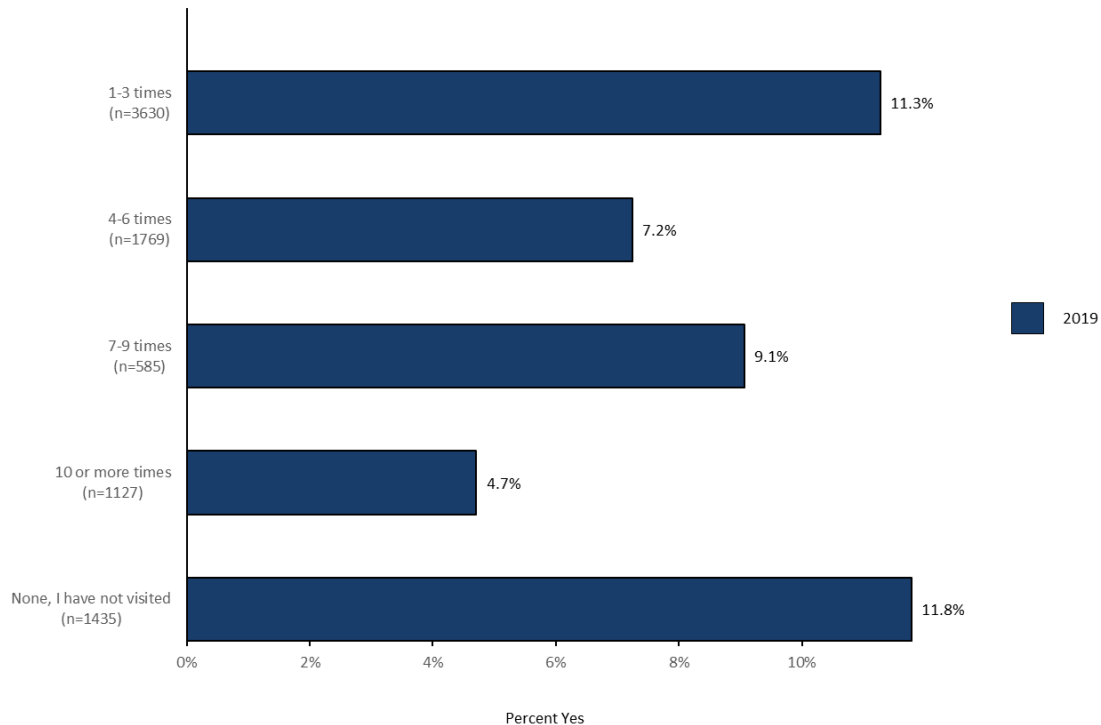
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

Question 3b: Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?

- Access to transportation



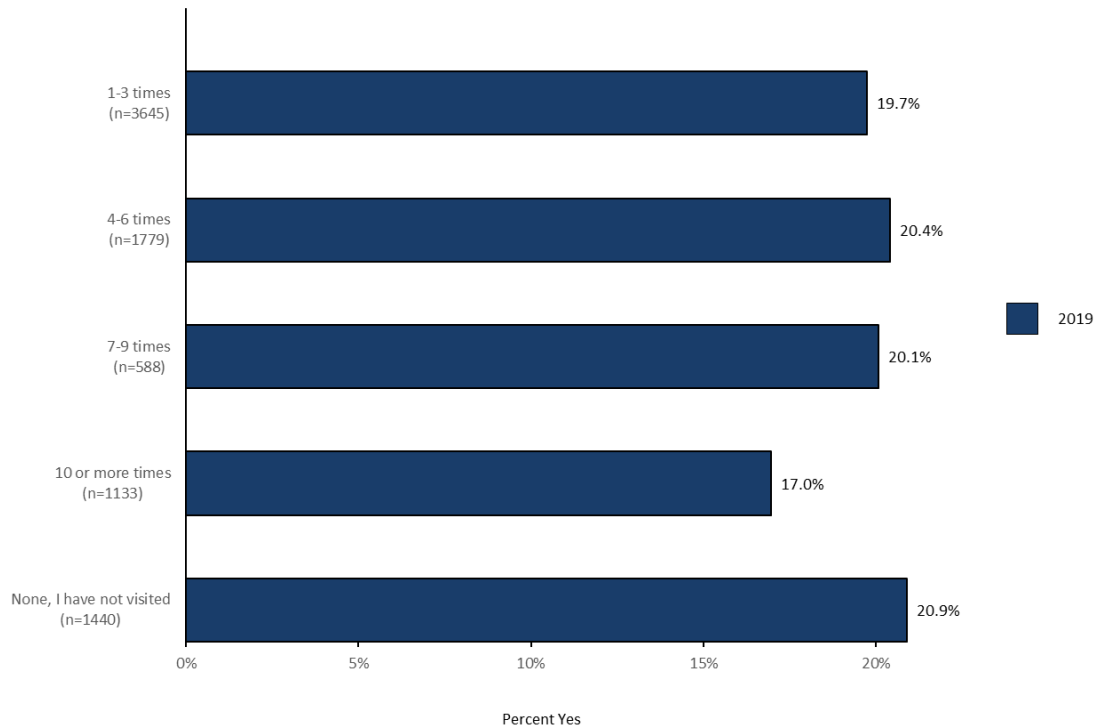
ELEMENT OF COMPARISON

Factors influencing visiting by number of times visiting the State or Tribal Veterans Cemetery

Question 1: Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

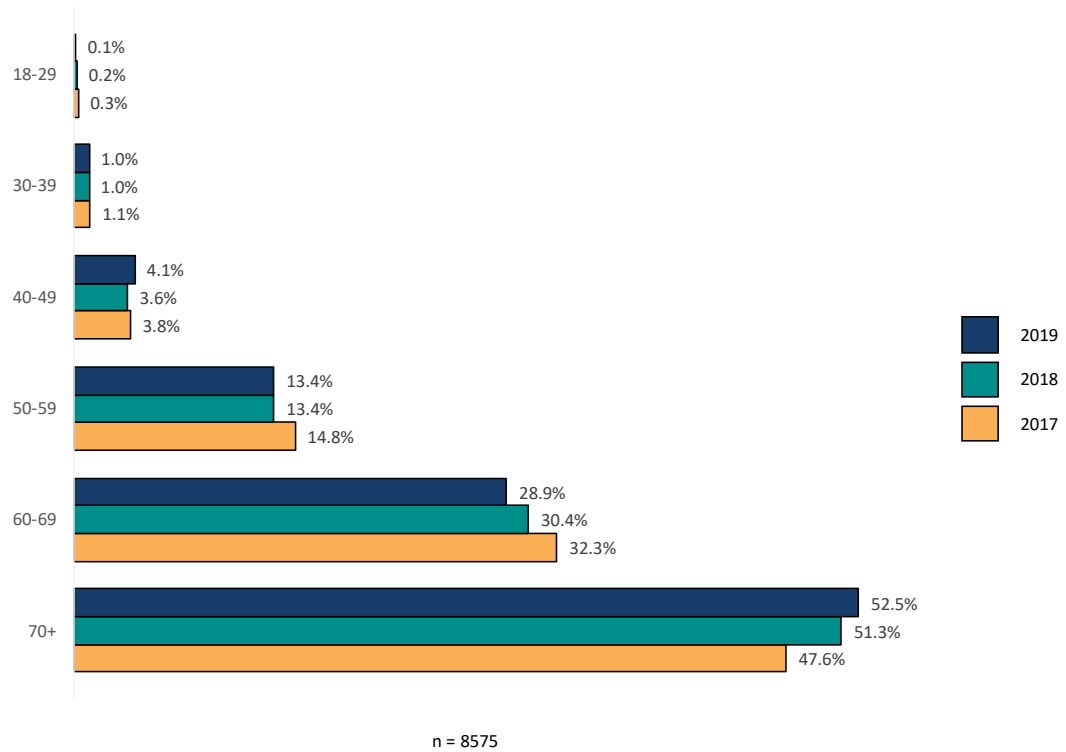
Question 3c: Do the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred:

- My health status



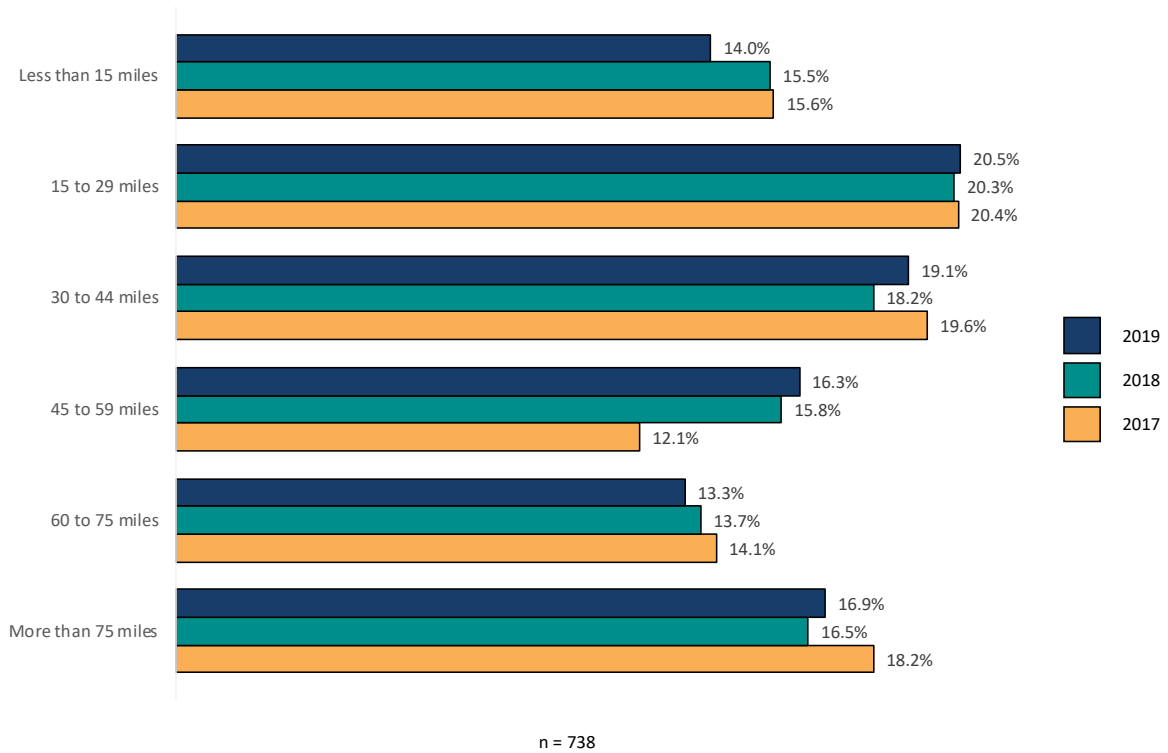
Appendix A: Respondent Characteristics: Next of Kin

Question 30: In what year were you born? (Age group)



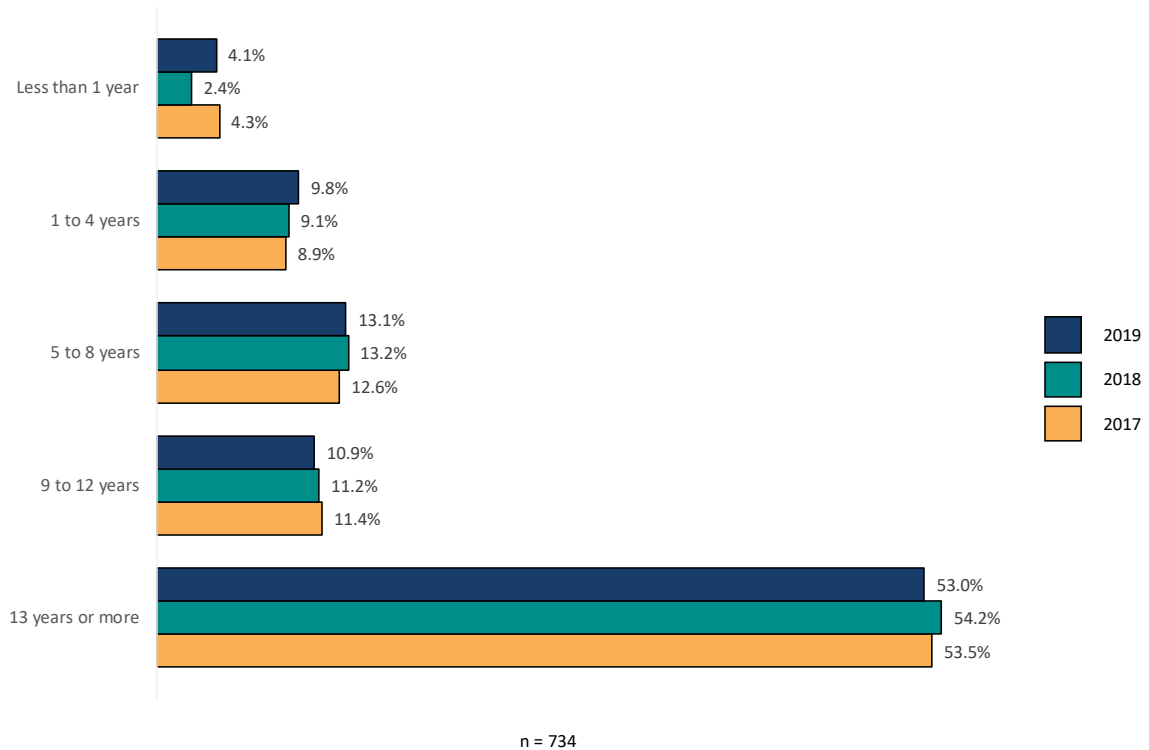
Appendix A: Respondent Characteristics: Funeral Directors

Question 2: How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?



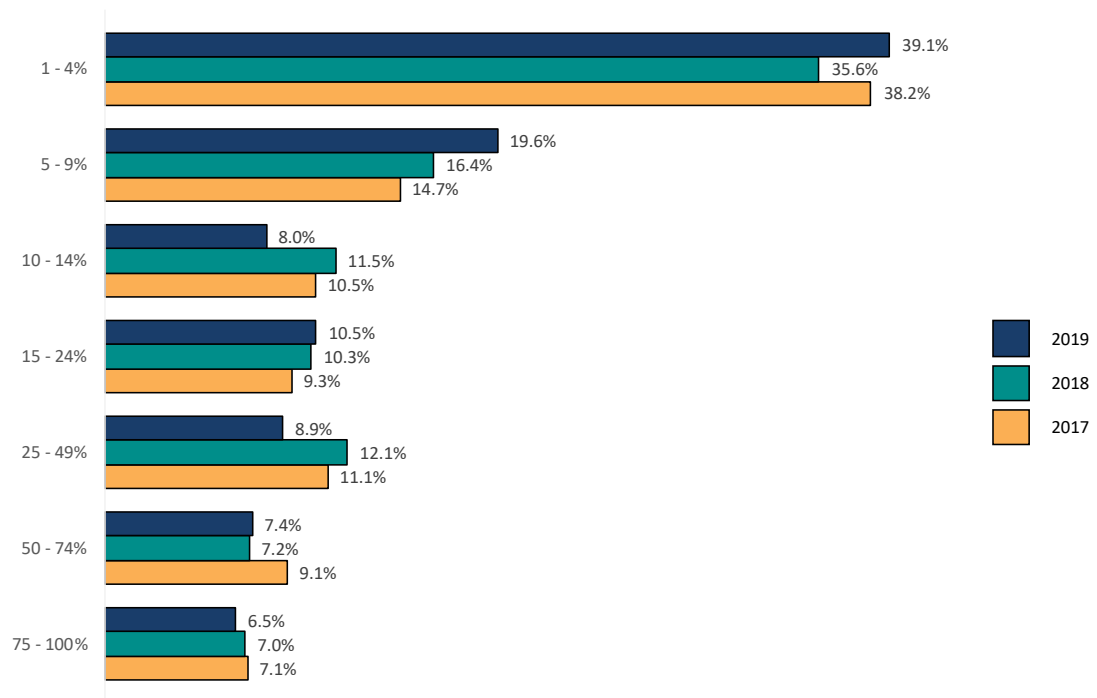
Appendix A: Respondent Characteristics: Funeral Directors

Question 3: How long has your funeral home worked with the State or Tribal Veterans Cemetery?



Appendix A: Respondent Characteristics: Funeral Directors

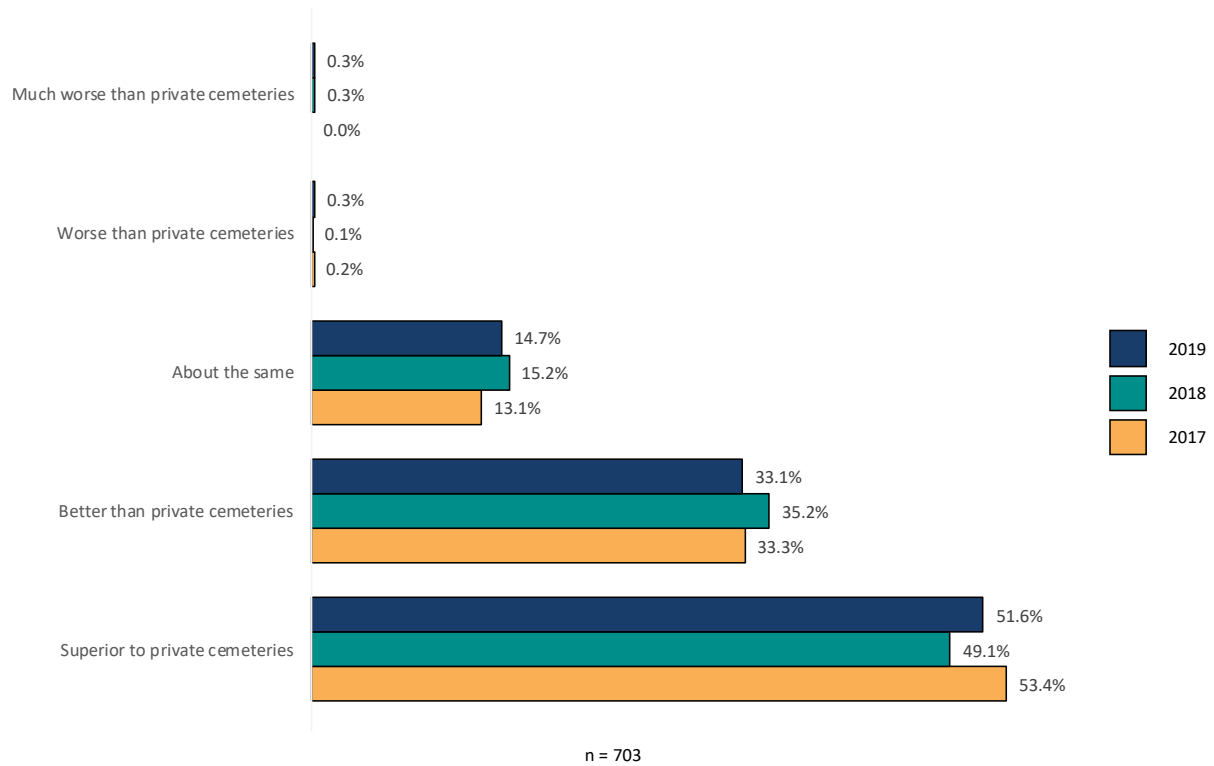
Question 4: Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?



n = 721

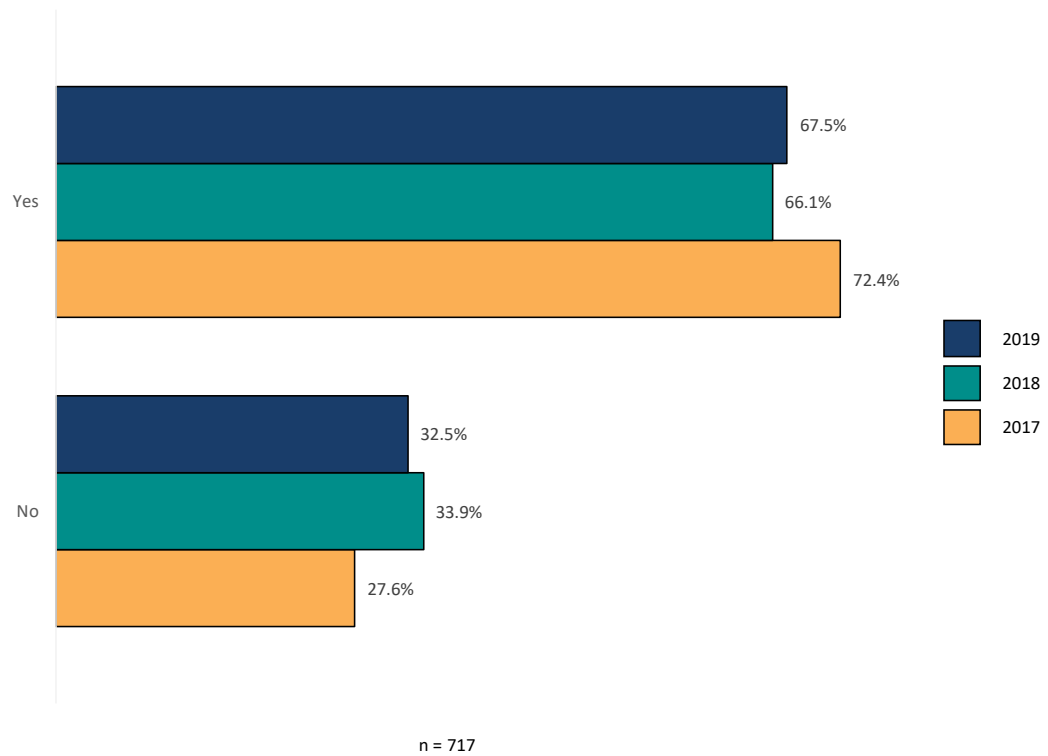
Appendix A: Respondent Characteristics: Funeral Directors

Question 12: Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?



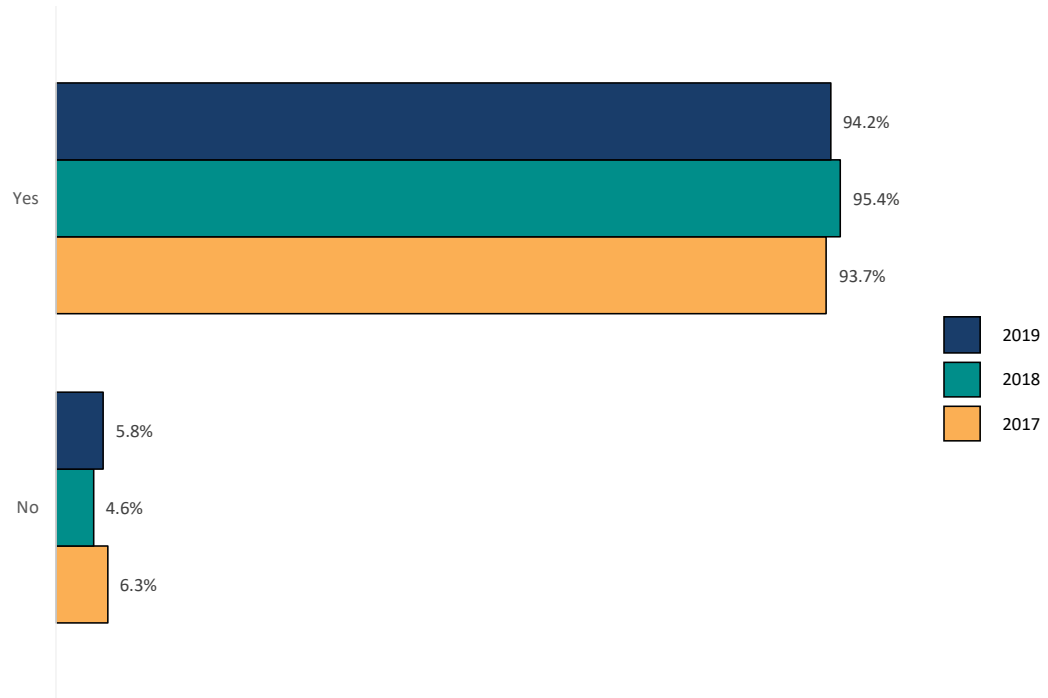
Appendix A: Respondent Characteristics: Funeral Directors

Question 14: Are you aware of any State or Tribal Cemetery informational resources on military honors?



Appendix A: Respondent Characteristics: Funeral Directors

Question 15: Do you typically provide these informational resources on military honors to next of kin?



n = 480

Only respondents that indicated "Yes" to Question 14 (FD) received this question.

Appendix B: Methodology and Survey Instruments

SECTION DESCRIPTION

- Presented within this appendix is a detailed description of the methodology used to develop and administer the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries.
- Details about the survey development, the sampling procedure, and the mailing protocol are included.
- Details about the overall survey response rate are included.
- Finally, this section summarizes the types and number of calls received in the toll-free assistance line established to respond to survey respondents' questions or concerns about the study.

Project Background

To better assess satisfaction with services provided by State or Tribal Veterans Cemeteries and to measure process performance, the National Cemetery Administration (NCA) Office of Finance and Planning contracted with Vistra, a communications strategy and professional solutions firm, to conduct the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries. The 2019 survey represents the sixth national administration of this satisfaction survey and the sixth time a web survey option was offered to respondents.

The State or Tribal Veterans Cemeteries survey was fielded to next of kin from October 15, 2018 to July 2, 2019, and to funeral directors from March 1, 2019 to July 2, 2019. Mailing data was extracted from NCA's Automated Monument Application System (AMAS) database and the Burial Operations Support System (BOSS) for records with interment dates from February 1, 2018 to January 31, 2019.

Surveys were mailed to 19,605 next of kin who had interred a loved one at a State or Tribal Veterans Cemetery.

Surveys were also mailed to 12,610 funeral directors who had worked with national, private, and State or Tribal Veterans Cemeteries.

This appendix presents the detailed methodology used to conduct the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries. It is presented in the following sections:

- Survey Development
- Sampling
- Mailing Protocol and Schedule
- National Response Rates
- Toll-free Assistance Line

A detailed break-out of response rates by State or Tribal Veterans Cemetery can be found in Appendix E.

Survey Development

The survey instrument used for the 2019 survey administration was developed from the 2018 survey instrument.

The final 2019 questionnaires included a total of 53 questions for next of kin, and 40 questions for funeral directors.

Sampling

Vistra developed a detailed sampling plan that determined the sample size needed for each State or Tribal Veterans Cemetery to yield valid data at the 95 percent confidence level, assuming a 30 percent response rate. Interments were stratified by quarter and cemetery. A multi-tiered approach was used, depending on the number of interments within each State or Tribal Veterans Cemetery. Within each tier (stratum) a random selection occurred for each cemetery. For cemeteries with 100 or more interments, a random sample of next of kin was drawn based on the required sample size needed to yield a 95 percent confidence level. For cemeteries with fewer than 100 interments, the number of survey returns needed to yield a valid sample at the 95 percent confidence level exceeded the population size, given a 30 percent response rate. Consequently, Vistra sent surveys to the census of next of kin at these cemeteries.

Based on this approach, Vistra sent surveys to 19,605 next of kin.

Vistra sent surveys to 12,610 funeral directors. All unique funeral homes who (1) assisted with interments at national cemeteries from February 2018 to January 2019; (2) assisted with interments at State or Tribal Veterans Cemeteries during that same period; or (3) who assisted with obtaining memorial products for interments during that period were mailed a survey.

Vistra mailed each funeral director three survey instruments contained in one physical survey package: The National Cemeteries Satisfaction Survey, the State or Tribal Veterans Cemetery Satisfaction Survey, and the Memorial Products Service Survey. Funeral directors were asked to complete all sections applicable to their experience.

Appendix B: Methodology and Survey Instrument

Mailing Protocol and Schedule

This year, for the first time, a quarterly mailing of the next of kin survey was implemented rather than one annual mailing. As a result, NCA is surveying next of kin within three to six months of the interment.

The quarterly mailings included the following months of interment:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
February 2018	May 2018	August 2018	November 2018
March 2018	June 2018	September 2018	December 2018
April 2018	July 2018	October 2018	January 2019

The mailing protocol consisted of four next of kin mailings and one funeral director mailing. Each mailing consisted of three waves. The three waves included:

- Wave 1: A copy of the questionnaire, a return envelope, and a cover letter signed by the Director of Veterans Cemetery Grants Service, requesting their participation.
- Wave 2: A second copy of the questionnaire, a return envelope, and a cover letter.
- Wave 3: A reminder/thank you/focus group postcard.

In addition to the traditional reminder and thank you postcard, this year's postcard included an invitation to participate in a focus group as the NCA seeks to gather more qualitative insights on customer experience. Next of kin and funeral directors were instructed to provide their contact information and how they would be willing to participate (i.e. online, by phone, or in person) and return the postage-paid postcard in the mail.

Residents of Puerto Rico were mailed Spanish-language materials. Spanish surveys were sent to 161 next of kin and 175 funeral directors.

The mailings took place according to the following schedule:

MAILING SCHEDULE	NOK Quarter 1	NOK Quarter 2	NOK Quarter 3	NOK Quarter 4	Funeral Directors
Wave 1: First questionnaire	10/15/2018	11/01/2018	02/01/2019	05/01/2019	03/01/2019
Wave 2: Second questionnaire	11/28/2018	12/21/2018	03/14/2019	06/06/2019	04/12/2019
Wave 3: Postcard	12/26/2018	01/09/2019	04/04/2019	06/21/2019	05/03/2019
Closed Field Date	07/02/2019				

Appendix B: Methodology and Survey Instrument

National Response Rates

Nationally, the survey yielded a response rate of 32.2% (49.1% for next of kin and 6.5% for funeral directors).

The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires.

Eligible questionnaires were those that were returned completed and those that were not returned. Ineligible questionnaires were those that were returned undeliverable.

The tables below present information about the overall response rates for the next of kin and funeral director surveys.

Survey Response Rates			
	Next of Kin	Funeral Directors	Total
Total Sample	19605	12610	32215
Undeliverable	1049	472	1521
Total Eligible Questionnaires	18556	12138	30694
Total Returned Surveys	9109	786	9895
English Surveys Returned	9039	767	9806
Spanish Surveys Returned	70	19	89
Total Response Rate (Returned/Eligible)	49.09%	6.48%	32.24%

Appendix B: Methodology and Survey Instrument

The tables below present survey returns by quarter and completion method.

Survey Returns by Quarter				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Sample	4786	4946	5493	4380
Undeliverable	291	266	301	191
Eligible Questionnaires	4495	4680	5192	4189
Returned Surveys	2232	2338	2637	1902
Response Rate	49.66%	49.96%	50.79%	45.40%

Survey Returns by Web and Mail					
		Next of Kin		Funeral Directors	
Web Completes	English	497	5.46%	91	11.58%
	Spanish	3	0.03%	1	0.13%
	Total	500	5.49%	92	11.70%
Paper Completes	English	8542	93.76%	676	86.00%
	Spanish	67	0.74%	18	2.29%
	Total	8609	94.5%	694	88.30%
Total Returned Surveys		9109	100%	786	100%

Toll-Free Assistance Line

To facilitate response during the survey administration period, Vistra maintained a survey-specific, dedicated, toll-free line where respondents could leave questions. A live agent returned all survey-related calls within 24 hours or the next business day.

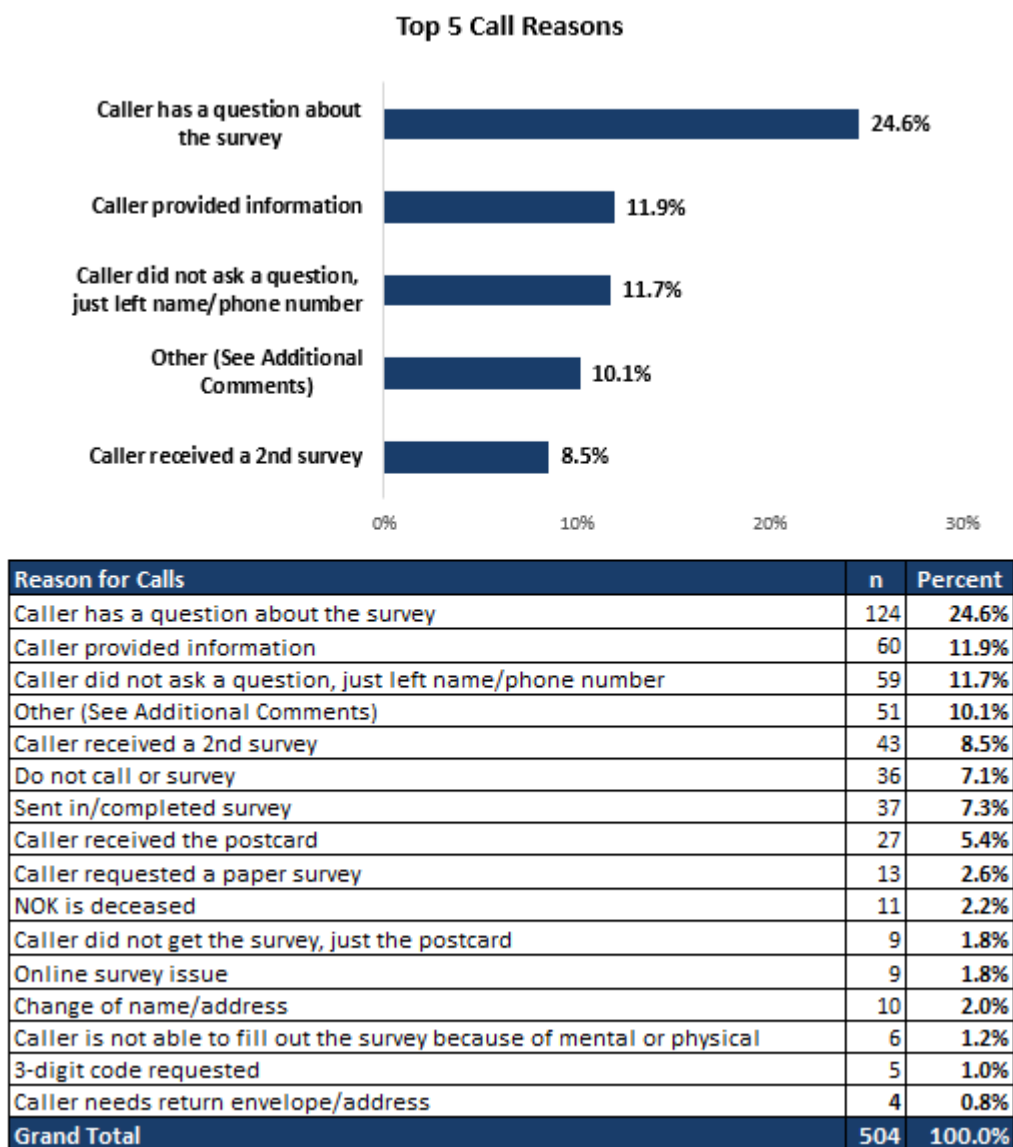
Overall, during the survey administration period 504 respondents called the help line with questions pertaining to the three 2019 NCA Customer Satisfaction Surveys. Calls were fielded from October 18, 2018 through July 3, 2019.

The majority of calls received pertained to one of the following:

- Survey-related questions
 - Questions varied by caller, but common themes included how to answer a particular question, not understanding terminology on the survey, not understanding the difference between a “national” and “state or tribal” cemetery, and inquiries on whether they could take the survey on behalf of next of kin (deceased or unable to take it).
- Provided information
 - Callers provided general information about the status of their survey. This information included if they sent in the survey, when they would send the survey, or why they would not be completing the survey.
- Request to not be contacted
 - Callers requested to be removed from the mailing list for the following reasons: they completed the survey and received a second survey or postcard, they did not want to participate in the survey, or because the next of kin is deceased.
- NCA-related questions and comments
 - Questions varied by caller, but common themes included requesting a Presidential Memorial Certificate, questions or comments about the interment service, and questions or comments about the headstone, marker, or medallion.

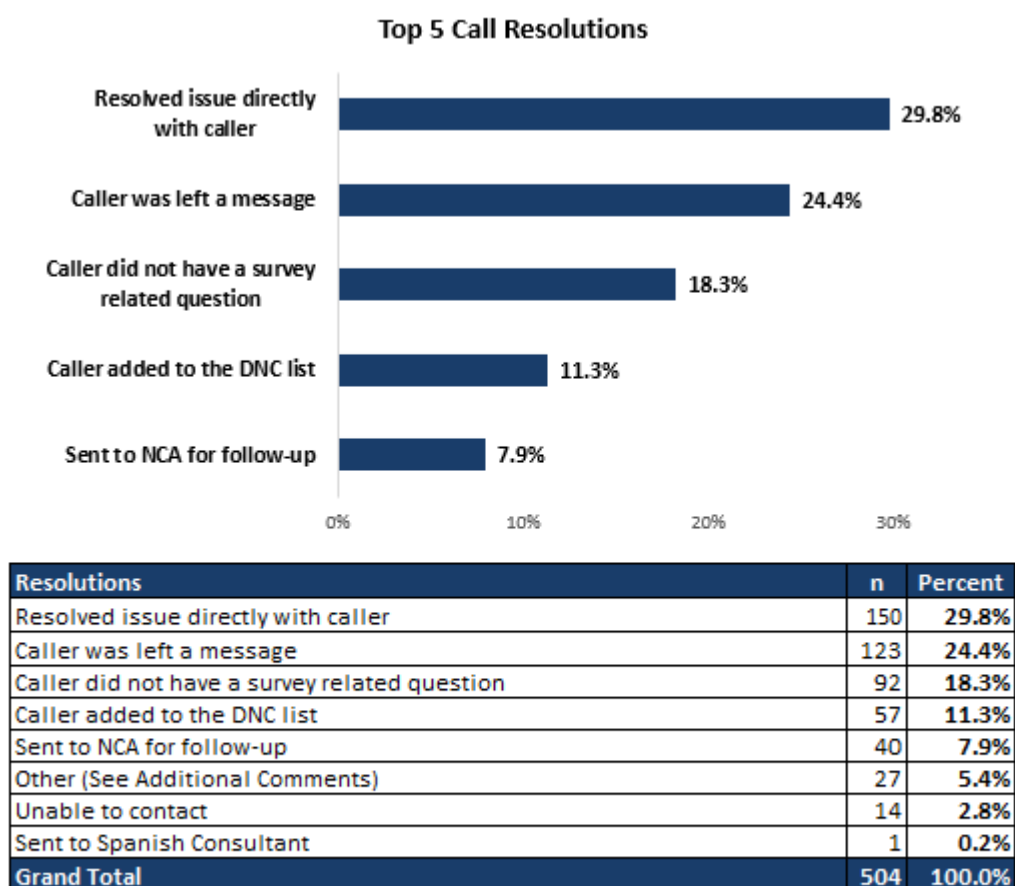
Appendix B: Methodology and Survey Instrument

The below chart and table show the call reasons.



Appendix B: Methodology and Survey Instrument

The below chart and table show the call resolutions.



OMB Control Number 2900-0571
Estimated Completion Time: 20 Minutes

**U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION**

**STATE OR TRIBAL VETERANS CEMETERIES:
2019 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY**



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

The survey will take about 20 minutes to complete.

Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please call the Survey Help Desk at:
(888) 208-8237**



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NATIONAL CEMETERY ADMINISTRATION
293997-3

Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p><i>Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.</i></p> <p>1. Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?</p> <p><input type="radio"/> 1 – 3 <input type="radio"/> 4 – 6 <input type="radio"/> 7 – 9 <input type="radio"/> 10 or more <input type="radio"/> None, I have not visited</p> <p>2. How far do you reside from the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Less than 15 miles <input type="radio"/> 15 to 29 miles <input type="radio"/> 30 to 44 miles <input type="radio"/> 45 to 59 miles <input type="radio"/> 60 to 75 miles <input type="radio"/> More than 75 miles</p> <p>3. Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred? (Mark all that Apply)</p> <p><input type="radio"/> Distance to the cemetery <input type="radio"/> Access to transportation <input type="radio"/> Health status <input type="radio"/> Other (specify) _____</p> <p>4. Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>5. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Yes <input type="radio"/> No -> Go to #7</p>		<p>6. How did you learn of these benefits prior to your time of need? (Mark all that apply)</p> <p><input type="radio"/> Family member/friend <input type="radio"/> Pre-Need Burial Eligibility Determination <input type="radio"/> Funeral home <input type="radio"/> Military discharge-related materials <input type="radio"/> Other Veteran/active duty member <input type="radio"/> State or Tribal/VA/NCA pamphlet, brochure, newsletter <input type="radio"/> State or Tribal/VA/NCA website <input type="radio"/> State or Tribal/VA/NCA social media (Facebook or Twitter) <input type="radio"/> Veterans Service Organization <input type="radio"/> Other State, Tribal, or VA organization <input type="radio"/> Local newspaper/television news reports <input type="radio"/> Public events (e.g., parades, speeches) <input type="radio"/> Professional/military association meetings</p> <p>7. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)</p> <p><input type="radio"/> E-mail <input type="radio"/> State or Tribal/VA/NCA website <input type="radio"/> State or Tribal/VA/NCA social media (Facebook or Twitter) <input type="radio"/> Newsletter/flyer <input type="radio"/> Local newspaper/television news reports <input type="radio"/> Public events (e.g., parades, speeches) <input type="radio"/> Professional/military association meetings <input type="radio"/> Other (specify) _____</p> <p>8. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p> <p>9. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?</p> <p><input type="radio"/> Very informed <input type="radio"/> Somewhat informed <input type="radio"/> Neither informed nor uninformed <input type="radio"/> Somewhat uninformed <input type="radio"/> Very uninformed</p>	

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Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark	Incorrect Marks
<p>10. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)</p> <ul style="list-style-type: none"> <input type="radio"/> Visit the gravesite <input type="radio"/> View the burial <input type="radio"/> Specific religious practices (e.g., blessing the gravesite) <input type="radio"/> Specific cultural practices (e.g., spreading/ placement of earth/soil into the grave) <input type="radio"/> Additional seating at the committal service <input type="radio"/> Handicapped accommodations <input type="radio"/> No, my family did not have any special needs or requests → Go To #12 <p>11. Was the cemetery able to accommodate these special needs or requests to your satisfaction?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, completely <input type="radio"/> Yes, somewhat <input type="radio"/> No, and I understand why <input type="radio"/> No, and I did not understand why <p>12. In what religious practice was the burial conducted?</p> <ul style="list-style-type: none"> <input type="radio"/> Christian <input type="radio"/> Catholic <input type="radio"/> Muslim <input type="radio"/> Jewish <input type="radio"/> Buddhist <input type="radio"/> Hindu <input type="radio"/> Atheist <input type="radio"/> Agnostic <input type="radio"/> None <input type="radio"/> Other (specify) _____ <p>13. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, I viewed it online <input type="radio"/> Yes, the funeral director provided it <input type="radio"/> No → Go to #16 <p><i>Please indicate your level of agreement with the following statement:</i></p> <p>14. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.</p> <ul style="list-style-type: none"> <input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neither agree nor disagree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree 	<p>15. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>16. If your loved one received military funeral honors, how satisfied were you with the honors received?</p> <ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <input type="radio"/> My loved one did not receive military funeral honors <p>17. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?</p> <ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <p>18. Were the headstone, marker, or columbarium niche cover inscription options explained to you?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure/don't know <p>19. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>20. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?</p> <ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <input type="radio"/> Don't know/the marker or headstone has not yet arrived → Go to #23 		

Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>21. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p> <p>22. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><i>If your loved one was NOT a Veteran please go to Question 26.</i></p> <p>23. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No → Go To #26</p> <p><i>For information about the Presidential Memorial Certificate, or to order more copies, please visit our web page at www.cem.va.gov/pmc.asp.</i></p> <p>24. How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from VA?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p><i>Please indicate your level of agreement with the following statement:</i></p> <p>25. Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.</p> <p><input type="radio"/> Strongly agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither agree nor disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly disagree</p>	<p>26. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I was well informed</p> <p><input type="radio"/> Details of the committal service</p> <p><input type="radio"/> Military funeral honors</p> <p><input type="radio"/> Location of gravesite</p> <p><input type="radio"/> Layout of cemetery (maps)</p> <p><input type="radio"/> Directions to cemetery</p> <p><input type="radio"/> Presidential Memorial Certificate</p> <p><input type="radio"/> Floral policy</p> <p><input type="radio"/> Headstone or marker inscription options</p> <p>27. What is your gender?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p> <p>28. Are you Hispanic or Latino?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>29. What is your race? (Mark one or more)</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Black or African American</p> <p><input type="radio"/> American Indian or Alaska Native</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Native Hawaiian or other Pacific Islander</p> <p>30. In what year were you born?</p> <p>_____</p>

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Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

For the following series of statements please indicate your level of agreement.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
31. The upkeep of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The committal shelter used for the service was private, clean, and free of safety hazards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The cemetery honors all Veterans and their service to our nation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. There are sufficient signs within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. The quality of service received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The State or Tribal Veterans Cemetery staff was courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The appearance of my loved one's gravesite/columbaria is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The information kiosks (i.e., gravesite locators) are helpful to me.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The overall appearance of the State or Tribal Veterans Cemetery is excellent.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. I would recommend the cemetery to Veteran families during their time of need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>State or Tribal Veterans Cemeteries are complements to VA's national cemeteries. State or Tribal Veterans Cemeteries, operated by State or Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that.</p>	
<p>46. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)</p> <ul style="list-style-type: none"><input type="radio"/> My loved one wanted to be interred here.<input type="radio"/> Other family members are interred here.<input type="radio"/> The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.<input type="radio"/> The State or Tribal Veterans Cemetery is close and easy to get to.<input type="radio"/> Others recommended the State or Tribal Veterans Cemetery.<input type="radio"/> The cost was reasonable to inter my loved one.<input type="radio"/> There is no VA national cemetery conveniently available for the interment of my loved one.<input type="radio"/> Other (specify) _____ <p><u>Please indicate your level of agreement with the following statement:</u></p> <p>47. If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Agree<input type="radio"/> Neither agree nor disagree -> Go To #49<input type="radio"/> Disagree -> Go To #49<input type="radio"/> Strongly disagree -> Go To #49	<p>48. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)</p> <ul style="list-style-type: none"><input type="radio"/> My loved one wanted to be interred in a VA national cemetery.<input type="radio"/> Other family members are interred in a VA national cemetery.<input type="radio"/> Others recommended the VA national cemetery.<input type="radio"/> There is no cost to inter my loved one at a national cemetery.<input type="radio"/> A national cemetery is more prestigious than a State or Tribal Veterans Cemetery.<input type="radio"/> The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.<input type="radio"/> Other (specify) _____ <p>49. Have you visited a VA national cemetery?</p> <p><input type="radio"/> Yes <input type="radio"/> No-> Go to #52</p> <p><u>Please indicate your level of agreement with the following statements.</u></p> <p>50. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Agree<input type="radio"/> Neither agree nor disagree<input type="radio"/> Disagree<input type="radio"/> Strongly disagree <p>51. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Agree<input type="radio"/> Neither agree nor disagree<input type="radio"/> Disagree<input type="radio"/> Strongly disagree <p>52. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Agree<input type="radio"/> Neither agree nor disagree<input type="radio"/> Disagree<input type="radio"/> Strongly disagree

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Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.

Correct Mark



Incorrect Marks



53. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.

Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):

Thank you very much for taking the time to complete this questionnaire.

PLEASE mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:

DEPARTMENT OF VETERANS AFFAIRS
VA NCA CUSTOMER SATISFACTION SURVEY
PO BOX 510570
LIVONIA, MI 48151

If you have any questions about this research, please contact the Help Desk at: (888) 208-8237.

OMB Control Number 2900-0571
Estimated Completion Time: 20-30 Minutes

**U.S. DEPARTMENT OF VETERANS AFFAIRS
NATIONAL CEMETERY ADMINISTRATION**

2019 FUNERAL DIRECTOR SATISFACTION SURVEY

(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

The survey will take about 20-30 minutes to complete.

Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please call the Survey Help Desk at:
888-208-8237**



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NATIONAL CEMETERY ADMINISTRATION
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Appendix B: Methodology and Survey Instrument

<small>SEE MARKING INSTRUCTIONS ON THE COVER.</small>		Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Incorrect Marks <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/>																																																		
STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY																																																					
IMPORTANT – PLEASE ANSWER BEFORE PROCEEDING: Have you conducted business at a State or Tribal Veterans Cemetery within the past 12 months? <input type="radio"/> Yes -> Go to Question 1 <input type="radio"/> No -> Please return this survey in the pre-paid envelope provided																																																					
<p>1. In the survey packet, look at the form labeled “INSTRUCTIONS FOR COMPLETING THE STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY QUESTION 1” to identify which State or Tribal Veteran Cemetery you most frequently do business with and fill in the corresponding number in the spaces to the right.</p> <div style="text-align: center; margin-top: 10px;"><table border="1" style="border-collapse: collapse; width: 100px;"><tr><td style="width: 20px; height: 20px; text-align: center;">0</td><td style="width: 20px; height: 20px; text-align: center;">0</td><td style="width: 20px; height: 20px; text-align: center;">0</td></tr><tr><td style="text-align: center;">1</td><td style="text-align: center;">1</td><td style="text-align: center;">1</td></tr><tr><td style="text-align: center;">2</td><td style="text-align: center;">2</td><td style="text-align: center;">2</td></tr><tr><td style="text-align: center;">3</td><td style="text-align: center;">3</td><td style="text-align: center;">3</td></tr><tr><td style="text-align: center;">4</td><td style="text-align: center;">4</td><td style="text-align: center;">4</td></tr><tr><td style="text-align: center;">5</td><td style="text-align: center;">5</td><td style="text-align: center;">5</td></tr><tr><td style="text-align: center;">6</td><td style="text-align: center;">6</td><td style="text-align: center;">6</td></tr><tr><td style="text-align: center;">7</td><td style="text-align: center;">7</td><td style="text-align: center;">7</td></tr><tr><td style="text-align: center;">8</td><td style="text-align: center;">8</td><td style="text-align: center;">8</td></tr><tr><td style="text-align: center;">9</td><td style="text-align: center;">9</td><td style="text-align: center;">9</td></tr></table></div> <p style="font-size: small; margin-top: 10px;"><i>Please complete this survey based on your experiences at this cemetery within the last 12 months.</i></p>	0	0	0	1	1	1	2	2	2	3	3	3	4	4	4	5	5	5	6	6	6	7	7	7	8	8	8	9	9	9	<p>2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?</p> <table style="width: 100%;"><tr><td><input type="radio"/> Less than 15 miles</td><td><input type="radio"/> 45 to 59 miles</td></tr><tr><td><input type="radio"/> 15 to 29 miles</td><td><input type="radio"/> 60 to 75 miles</td></tr><tr><td><input type="radio"/> 30 to 44 miles</td><td><input type="radio"/> More than 75 miles</td></tr></table> <p>3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?</p> <table style="width: 100%;"><tr><td><input type="radio"/> Less than 1 year</td><td><input type="radio"/> 9 to 12 years</td></tr><tr><td><input type="radio"/> 1 to 4 years</td><td><input type="radio"/> 13 years or more</td></tr><tr><td><input type="radio"/> 5 to 8 years</td><td><input type="radio"/> Don't know</td></tr></table> <p>4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?</p> <table style="width: 100%;"><tr><td><input type="radio"/> 1-4%</td><td><input type="radio"/> 25-49%</td></tr><tr><td><input type="radio"/> 5-9%</td><td><input type="radio"/> 50-74%</td></tr><tr><td><input type="radio"/> 10-14%</td><td><input type="radio"/> 75-100%</td></tr><tr><td><input type="radio"/> 15-24%</td><td></td></tr></table> <p>5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?</p> <p><input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Fair <input type="radio"/> Poor</p>			<input type="radio"/> Less than 15 miles	<input type="radio"/> 45 to 59 miles	<input type="radio"/> 15 to 29 miles	<input type="radio"/> 60 to 75 miles	<input type="radio"/> 30 to 44 miles	<input type="radio"/> More than 75 miles	<input type="radio"/> Less than 1 year	<input type="radio"/> 9 to 12 years	<input type="radio"/> 1 to 4 years	<input type="radio"/> 13 years or more	<input type="radio"/> 5 to 8 years	<input type="radio"/> Don't know	<input type="radio"/> 1-4%	<input type="radio"/> 25-49%	<input type="radio"/> 5-9%	<input type="radio"/> 50-74%	<input type="radio"/> 10-14%	<input type="radio"/> 75-100%	<input type="radio"/> 15-24%	
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<input type="radio"/> 15-24%																																																					
<p>6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?</p> <p><input type="radio"/> Yes, well informed <input type="radio"/> Yes, somewhat well informed <input type="radio"/> No, not well informed</p> <p>7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)</p> <p><input type="radio"/> State or Tribal/VA/NCA website <input type="radio"/> Local newspaper/television or news report <input type="radio"/> Public events (e.g. parades, exhibits, speeches) <input type="radio"/> Professional associations/conventions/ meetings <input type="radio"/> Veterans Service Officers <input type="radio"/> Outreach by cemetery staff <input type="radio"/> Other (specify): _____</p> <p>8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)</p> <p><input type="radio"/> None, I feel well informed <input type="radio"/> Eligibility requirements for burial in a State or Tribal Veterans Cemetery <input type="radio"/> Scheduling process <input type="radio"/> Military funeral honors <input type="radio"/> Presidential Memorial Certificates <input type="radio"/> Floral policy <input type="radio"/> Headstone, marker, or columbarium niche cover inscription options</p> <p style="font-size: x-small; margin-top: 10px;"><i>For information about the Presidential Memorial Certificate, or to order more copies, please visit our web page at www.cem.va.gov/pmc.asp.</i></p> <p>9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)</p> <p><input type="radio"/> Phone <input type="radio"/> Fax <input type="radio"/> Letter <input type="radio"/> Email <input type="radio"/> State or Tribal website <input type="radio"/> Newsletter or flyer</p>																																																					

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SEE MARKING INSTRUCTIONS ON THE COVER.	
Correct Mark	Incorrect Marks
<p>10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?</p> <p><input type="radio"/> Superior to private cemeteries</p> <p><input type="radio"/> Better than private cemeteries</p> <p><input type="radio"/> About the same</p> <p><input type="radio"/> Worse than private cemeteries</p> <p><input type="radio"/> Much worse than private cemeteries</p> <p><input type="radio"/> Don't know/not applicable</p> <p>12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?</p> <p><input type="radio"/> Superior to private cemeteries</p> <p><input type="radio"/> Better than private cemeteries</p> <p><input type="radio"/> About the same</p> <p><input type="radio"/> Worse than private cemeteries</p> <p><input type="radio"/> Much worse than private cemeteries</p> <p><input type="radio"/> Don't know/not applicable</p> <p>13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>For general information about eligibility for interment at a State or Tribal Veterans Cemetery, please visit our web pages at www.cem.va.gov/cem/grants/veterans_cemeteries.asp and www.cem.va.gov/cem/burial_benefits/eligible.asp.</i></p> <p>14. Are you aware of any State or Tribal Cemetery informational resources on military honors?</p> <p><input type="radio"/> Yes <input type="radio"/> No-> Go to #16</p> <p>15. Do you typically provide these information resources on military honors to next of kin?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>16. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>17. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Somewhat easy</p> <p><input type="radio"/> Neither easy nor hard</p> <p><input type="radio"/> Somewhat hard</p> <p><input type="radio"/> Very hard</p> <p>18. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?</p> <p><input type="radio"/> Less than 1 hour</p> <p><input type="radio"/> 1 to 2 hours</p> <p><input type="radio"/> 3 to 4 hours</p> <p><input type="radio"/> 5 to 8 hours</p> <p><input type="radio"/> 1 to 2 days</p> <p><input type="radio"/> More than 2 days</p> <p>19. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Neither satisfied nor dissatisfied</p> <p><input type="radio"/> Somewhat dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p> <p>20. During committal services, how often do you receive the support you need from cemetery staff?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> For the most part</p> <p><input type="radio"/> Occasionally</p> <p><input type="radio"/> Never</p> <p>21. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> For the most part</p> <p><input type="radio"/> Occasionally</p> <p><input type="radio"/> Never</p>

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Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER. Correct Mark ☐ ☐ ☒ ☐ Incorrect Marks ☒ ☒ ☒ ☒

22. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

☐ Very successful

☐ Somewhat successful

☐ Neither successful nor unsuccessful

☐ Somewhat unsuccessful

☐ Very unsuccessful

☐ Don't know/Not applicable

23. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

☐ Very easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Very hard

24. To what extent is the quality of Military honors acceptable?

☐ Very acceptable

☐ Somewhat acceptable

☐ Neither acceptable or unacceptable

☐ Somewhat unacceptable

☐ Very unacceptable

For the following series of statements please indicate your level of agreement.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/not applicable
25. The upkeep of the headstones, markers, or columbarium niche covers is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The committal shelter used for the service was private, clean, and free of safety hazards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The cemetery honors all Veterans and their service to our nation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. There are sufficient signs within the cemetery to assist visitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The quality of service received from cemetery staff is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The State or Tribal Veterans Cemetery staff was courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The information kiosks (i.e., gravesite locators) are helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The overall appearance of the State or Tribal Veterans Cemetery is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I would recommend the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Methodology and Survey Instrument

SEE MARKING INSTRUCTIONS ON THE COVER.		Correct Mark <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> Incorrect Marks <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>					
For the following series of statements please indicate your level of agreement.		<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't know/not applicable</i>
37. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>40. Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us. If your comment is in response to a specific question, please reference the question number.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):</p> <p>_____</p>							
<p>PLEASE mail this completed questionnaire in the enclosed pre-paid envelope as soon as possible. If you misplaced the pre-paid envelope, you may mail the completed survey to the following address using your own envelope:</p> <p style="text-align: center;">DEPARTMENT OF VETERANS AFFAIRS VA NCA CUSTOMER SATISFACTION SURVEY PO BOX 510570 LIVONIA, MI 48151</p> <p>If you have any questions about this research, please contact the Help Desk at: (888) 208-8237.</p>							

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Appendix C: Users Guide

SECTION DESCRIPTION

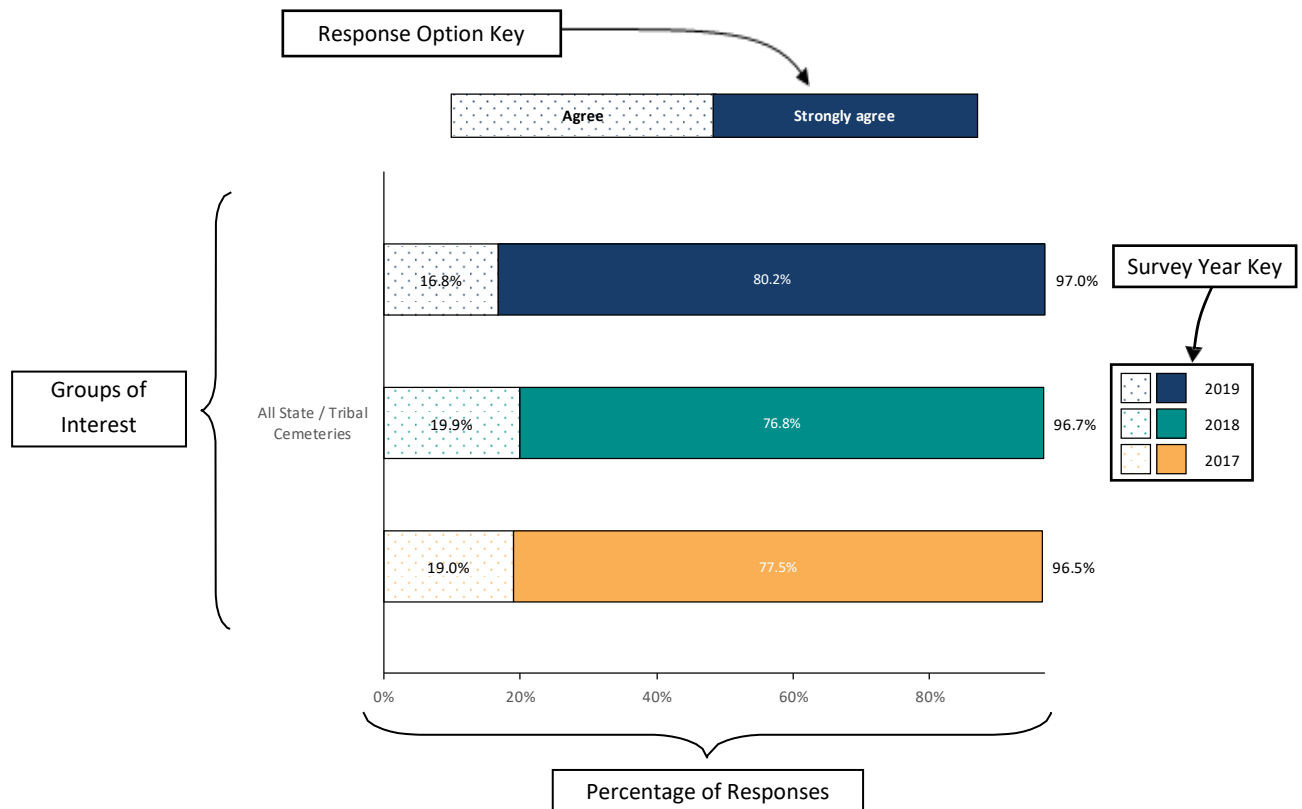
- This section presents an explanation of how to read and interpret the graphs and tables used in this report:
 - Stacked bar graphs and data tables are used to illustrate the results of survey items with a continuous response scale (e.g., “Strongly agree” to “Strongly disagree”).
 - Standard bar graphs are used to illustrate the results of survey items with a nominal response scale (i.e., categorical responses).

Question Numbers

Questions that were asked of both next of kin and funeral directors are presented together in All Respondents graphs followed by the sample type's respective graph. When presented together, the first number presented for the question is the question number for next of kin, and the second is the question number for funeral directors.

Stacked Bar Graphs

Stacked bar graphs are used in this report to illustrate the results of survey items with a continuous response scale (e.g., “Strongly agree” to “Strongly disagree”). The graphs depict the frequency of positive responses to an item, while maintaining the distinction between the degree of endorsement (e.g., “Agree” and “Strongly agree”). In each stacked bar graph, the percentage of participants responding positively to the item is depicted across all State or Tribal Veterans Cemeteries survey participants. Neutral and negative response options are not depicted. A sample stacked bar graph is presented below with labels to aid in interpretation of the graph.



Appendix C: Users Guide

A survey year key is located to the right of the graph. When data are available, the graph will display data from the current year and the previous year. According to the key in this example, 2019 data are shown by the top blue bars, 2018 data are shown by the middle green bars, and 2017 data are shown by the bottom orange bars.

A response option key is located at the top of the graph. This key lists the positive response options to the item (e.g., “Agree” and “Strongly agree”) and depicts the type of shading for each of the two response options. Although the specific response options differ by item, moderate endorsement of the item is always indicated by the patterned section of the bar, while strong endorsement is always indicated by solid shading of the bar. The total length of the bar represents the percentage of participants who responded positively to the item (i.e., the sum of both moderate and strong positive responses). For example, in the graph above, 16.8% of all State or Tribal Veterans Cemeteries respondents selected “Agree” in 2019 and 80.2% selected “Strongly agree”, so in total, 97% of participants responded positively to this item.

Data Tables

Accompanying each stacked bar graph is a data table that presents detailed item-level results for the current year and the previous year (when available). The total number of respondents (n) and the percentage of respondents selecting each possible response option are provided.

	Year	n	Strongly agree	*Change Score	Agree	Neither / nor	Disagree	Strongly disagree
All State / Tribal Cemeteries	2019	9544	79.8%	3.1%	17.1%	2.1%	0.6%	0.3%
	2018	9619	76.7%	-0.9%	20.1%	2.5%	0.6%	0.2%
	2017	7644	77.6%	1.1%	18.8%	2.8%	0.6%	0.2%

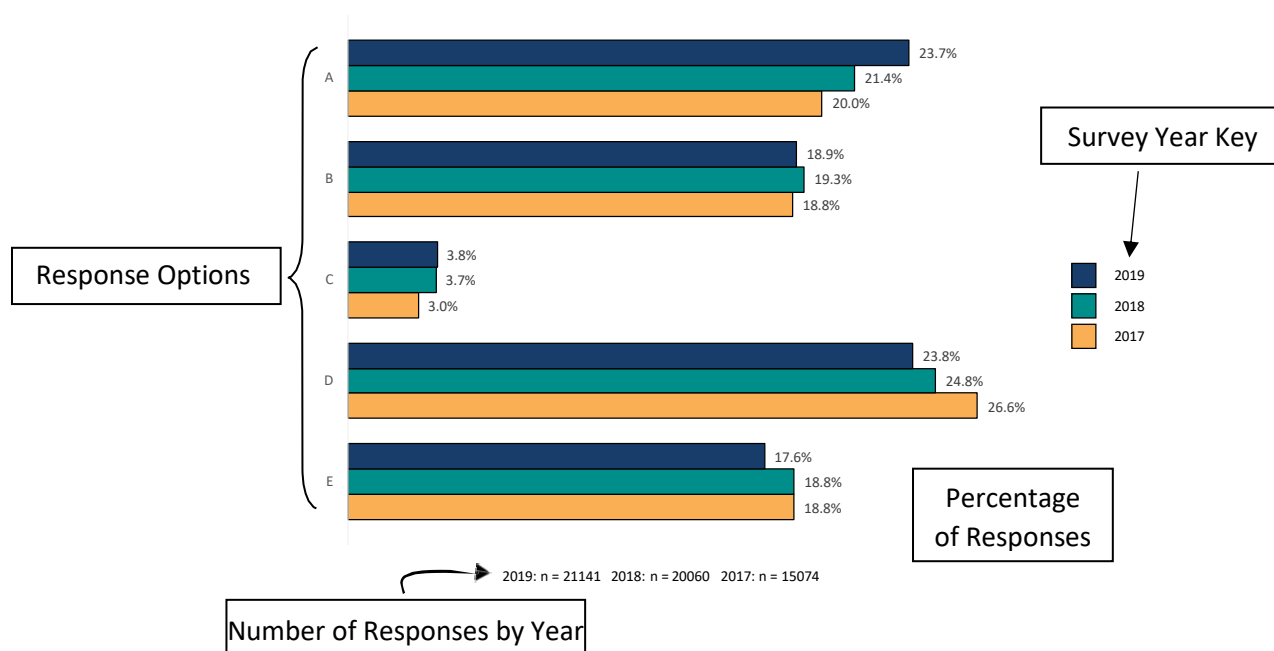
*The change scores represent the difference between the “Strongly agree” categories for the row year and the previous year.

Change scores represent the difference between the percentages of participants selecting the most positive response option (e.g., “Strongly agree,” “Very satisfied”) for the row year versus the previous year. For example, in the above table 79.8% of respondents selected “Strongly agree” in 2019, while 76.7% selected this option in 2018. The change score was calculated as follows: $79.8\% - 76.7\% = 3.1\%$. Although 2016 data are not presented in the table, the 2017 change score represents the difference between the percentage of respondents selecting “Strongly agree” in 2017 and in 2016.

Positive change scores indicate an improvement since the previous year, while negative change scores indicate a decline in the percentage of participants who selected the most positive response option.

Standard Bar Graphs

While stacked bar graphs are used for all items that are assessed on a continuous scale (e.g., “Strongly agree” to “Strongly disagree”), standard bar graphs are used for all items assessed on a nominal scale (i.e., categorical responses such as relation to the deceased or types of communication).



Standard bar graphs list all possible response options along the vertical axis. If available, data are presented for the current year and the two previous years. The color to designate each year’s data is presented in the survey year key. In the above example, 2019 data are represented by the top blue bars, 2018 data are represented by the middle green bars, and 2017 data are represented by the bottom orange bars. Thus, 23.7% of respondents selected option A in 2019, 21.4% selected A in 2018, and 20.0% selected A in 2017.

The graph above depicts an example item in which respondents could select only one option, so that for each year, data will sum to approximately 100% across the possible response options (the total may vary slightly due to rounding).

Items on which respondents were instructed to “mark all that apply” may also be depicted with standard bar graphs, but percentages may not sum to 100. Despite this difference, the graphs can be interpreted in the same manner.

Data tables are not provided for these items because the standard bar graphs depict the full range of response options, unlike the stacked bar graphs that present only the positive response options. Since a data table is not provided, the total number of respondents for each of the three years is presented at the bottom of the graph.

Appendix D: Question Locator

SECTION DESCRIPTION

- Appendix D provides a reference chart that lists each survey item and the corresponding report page number where its survey data can be found.

Appendix D: Question Locator

Questions for All Participants

Question #		Question Text	Report Page #
NK	FD		
31	25	The upkeep of the headstones, markers, or columbarium niche covers is excellent.	83-84
32	26	The committal shelter used for the service was private, clean, and free of safety hazards.	85-86
33	27	The cemetery honors all Veterans and their service to our nation.	29-30
34	28	There are sufficient signs within the cemetery to assist visitors.	87-88
35	29	The quality of service received from cemetery staff is excellent.	10-11
36	30	The State or Tribal Veterans Cemetery staff was courteous.	12-13
37	31	The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.	14-15
39	33	The information kiosks (i.e., gravesite locators) are helpful to me.	89-90
40	34	The overall appearance of the State or Tribal Veterans Cemetery is excellent.	16-17
41	35	Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	20-21
42	36	I would recommend the cemetery to Veteran families during their time of need.	18-19
43	37	I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future.	22-23
44	38	I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	27-28
45	39	My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	24-25

Appendix D: Question Locator

Questions for Next of Kin (Questions: 1 – 15)

Question #	Question Text	Report Page #
1	Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?	A-2
2	How far do you reside from the State or Tribal Veterans Cemetery?	A-3
3	Which of the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?	A-4
4	Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?	A-6
5	Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?	33
6	How did you learn of these benefits prior to your time of need? (<i>Mark all that apply</i>)	34
7	Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (<i>Mark only one</i>)	35
8	Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?	32
9	To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?	36
10	At the committal service, did your family have any of the following special needs or requests? (<i>Mark all that apply</i>)	53
11	Was the cemetery able to accommodate these special needs or requests to your satisfaction?	54
12	In what religious practice was the burial conducted?	A-7
13	Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?	55
14	The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.	56
15	Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?	57

Appendix D: Question Locator

Questions for Next of Kin (Questions: 16 – 30)

Question #	Question Text	Report Page #
16	If your loved one received military funeral honors, how satisfied were you with the honors received?	58
17	Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?	52
18	Were the headstone, marker, or columbarium niche cover inscription options explained to you?	79
19	Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?	80
20	How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?	76
21	When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?	78
22	Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?	77
23	If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?	37
24	How satisfied were you with the quality (i.e., craftsmanship, not damaged, correct inscription spelling, etc.) of the Presidential Memorial Certificate received from VA?	38
25	Receiving the Presidential Memorial Certificate at the committal service (rather than receiving it in the mail) would enhance the meaning of the recognition.	39
26	Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? <i>(Mark all that apply)</i>	40
27	What is your gender?	A-5
28	Are you Hispanic or Latino?	A-12
29	What is your race? (Mark one or more)	A-16
30	In what year were you born? (Age group)	A-25

Appendix D: Question Locator

Questions for Next of Kin (Questions: 38 – 52)

Question #	Question Text	Report Page #
38	The appearance of my loved one's gravesite/columbaria is excellent.	82
46	Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. <i>(Mark all that apply)</i>	92
47	If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery.	93
48	Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. <i>(Mark all that apply)</i>	94
49	Have you visited a VA national cemetery?	95
50	Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	96
51	Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.	97
52	The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.	98

Appendix D: Question Locator

Questions for Funeral Directors (Questions: 2 – 15)

Question #	Question Text	Report Page #
2	How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?	A-26
3	How long has your funeral home worked with the State or Tribal Veterans Cemetery?	A-27
4	Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?	A-28
5	How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?	43
6	Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?	44
7	In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (<i>Mark only one</i>)	45
8	What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (<i>Mark all that apply</i>)	46
9	What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (<i>Mark only one</i>)	49
10	Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?	42
11	Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?	65
12	Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?	A-29
13	Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guard, Reservists, and Veteran dependents?	47
14	Are you aware of any State or Tribal Cemetery informational resources on military honors?	A-30
15	Do you typically provide these information resources on military honors to next of kin?	A-31

Appendix D: Question Locator

Questions for Funeral Directors (Questions: 16 – 32)

Question #	Question Text	Report Page #
16	Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?	48
17	How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?	62
18	How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?	66
19	Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?	63
20	During committal services, how often do you receive the support you need from the cemetery staff?	64
21	Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?	67
22	If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?	68
23	How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?	69
24	To what extent is the quality of Military honors acceptable?	70
32	The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services	71

Appendix E: Response Rates

SECTION DESCRIPTION

- This appendix provides detailed information about the response rates for each cemetery included in the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries.

Appendix E: Response Rates

The table below presents response rates for each cemetery included in the 2019 Survey of Satisfaction with State or Tribal Veterans Cemeteries. A description of this term is provided below.

Response Rates

The next of kin response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. The funeral director response rate is reported only at the national level (page B-5).

Cemetery Reports

All cemeteries with 30 or more responses from next of kin and funeral directors are reported. Individual cemetery reports were not produced for cemeteries that did not meet this threshold. All cemeteries' responses are included in the total sample for the national and state level reports.

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Alabama State Veterans Memorial Cemetery	117	40.2%	10
Albert G. Horton Jr. Memorial Veterans Cemetery	217	39.7%	6
Arizona Veterans Memorial Cemetery at Camp Navajo	15	41.7%	0
Arizona Veterans Memorial Cemetery at Marana	170	55.9%	2
Arkansas State Veterans Cemetery	111	45.5%	8
Arkansas State Veterans Cemetery – Birdeye	3	75.0%	2
Atlantic Garden Veterans Cemetery	73	41.0%	14
Brigadier General William C. Doyle Veterans Memorial Cemetery	263	41.3%	36
Big Sandy Rancheria Veterans Cemetery	0	0.0%	1
California Central Coast Veterans Cemetery	193	55.6%	1
Central Louisiana Veterans Cemetery	52	39.1%	4
Central Texas State Veterans Cemetery	191	38.6%	12
Central Wisconsin Veterans Memorial Cemetery	96	55.2%	4
Cheltenham Veterans Cemetery	117	35.2%	6
Coastal Bend Veterans Cemetery	88	38.4%	8
Coastal Carolina State Veterans Cemetery	138	45.5%	5
Connecticut State Veterans Cemetery	0	0.0%	9

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Crownsville Veterans Cemetery	132	46.5%	7
Delaware Veterans Memorial Cemetery – Sussex County	146	46.9%	1
Donel Kinnard Memorial State Veterans Cemetery	83	48.8%	11
East Hawaii Veterans Cemetery – No. II	0	0.0%	1
East Tennessee State Veterans Cemetery	137	48.9%	11
Eastern Carolina State Veterans Cemetery	93	41.0%	9
Eastern Montana State Veterans Cemetery	7	41.2%	2
Eastern Shore Veterans Cemetery	73	41.2%	4
Ft. Stanton State Veterans Cemetery	0	0.0%	2
Ft. Leonard Wood State Veterans Cemetery	60	50.8%	5
Garrison Forest Veterans Cemetery	117	34.7%	11
Georgia Veterans Memorial Cemetery	125	43.3%	7
Georgia Veterans Memorial Cemetery – Glennville	72	45.3%	4
Guam Veterans Cemetery	0	0.0%	1
Hawaii State Veterans Cemetery	110	48.2%	0
Idaho State Veterans Cemetery	122	54.2%	6
Indiana Veterans Memorial Cemetery	69	43.4%	5

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Iowa Veterans Cemetery at Van Meter	170	54.5%	16
Kansas Veterans Cemetery at Fort Dodge	18	48.6%	0
Kansas Veterans Cemetery at Fort Riley	58	46.8%	5
Kansas Veterans Cemetery at Wakeeney	17	63.0%	0
Kansas Veterans Cemetery at Winfield	94	51.6%	3
Kentucky Veteran Cemetery – Southeast	8	44.4%	1
Kentucky Veterans Cemetery – Northeast	62	44.0%	4
Kentucky Veterans Cemetery – Central	118	41.1%	13
Kentucky Veterans Cemetery – North	102	51.5%	9
Kentucky Veterans Cemetery – West	163	45.0%	4
Lakota Freedom Veterans Cemetery	0	0.0%	1
M.J. Dolly Cooper Veterans Cemetery	154	48.0%	10
Maine Veterans' Memorial Cemetery	87	48.6%	0
Maine Veterans' Memorial Cemetery – Mount Vernon Rd	74	42.8%	2
Massachusetts Veteran Memorial Cemetery - Winchendon	130	42.8%	10
Massachusetts Veterans' Memorial Cemetery	223	52.3%	8

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Middle Tennessee State Veterans Cemetery	145	43.7%	5
Minnesota State Veterans Cemetery	196	60.5%	27
Minnesota State Veterans Cemetery – Duluth	3	100.0%	3
Minnesota State Veterans Cemetery – Preston	61	59.2%	2
Mississippi State Veterans Memorial Cemetery	41	38.7%	4
Missouri State Veterans Cemetery – Jacksonville	86	50.0%	8
Missouri Veterans Cemetery – Springfield	182	51.7%	6
Missouri Veterans Cemetery – Bloomfield	144	49.7%	15
Missouri Veterans Cemetery – Higginsville	191	52.8%	23
Montana State Veterans Cemetery	56	46.3%	2
Nebraska Veterans Cemetery at Alliance	20	55.6%	1
New Hampshire State Cemetery	247	56.5%	10
North Dakota Veterans Cemetery	99	56.9%	12
North Mississippi Veterans Memorial Cemetery	15	50.0%	7
Northeast Louisiana Veterans Cemetery	50	39.1%	4
Northern California Veterans Cemetery at Redding	152	49.5%	3
Northern Maine Veterans Cemetery	17	60.7%	0

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Northern Nevada Veterans Memorial Cemetery	115	45.5%	0
Northern Wisconsin Veterans Memorial Cemetery	139	62.1%	6
Northwest Louisiana Veterans Cemetery	109	40.1%	3
Ohio Veterans Home Cemetery	0	0.0%	7
Oregon Trail State Veterans Cemetery	0	0.0%	1
Pennsylvania Soldiers' and Sailors' Home Cemetery	0	0.0%	2
Rhode Island Veteran Memorial Cemetery	208	44.9%	6
Rio Grande Valley State Veterans Cemetery	108	41.5%	7
Rocky Gap Veterans Cemetery	76	52.8%	5
Sandhills State Veterans Cemetery	126	38.1%	10
Seminole Nation and Veterans Memorial Cemetery	0	0.0%	2
Sisseton-Wahpeton Oyate Veterans Cemetery	0	0.0%	1
Southeast Louisiana Veterans Cemetery	120	40.8%	7
Southern Arizona Veterans Memorial Cemetery	142	49.5%	0
Southern Maine Veterans Cemetery	33	61.1%	0
Southern Nevada Veterans Memorial Cemetery	354	40.7%	3
Southern Wisconsin Veterans Memorial Cemetery	286	50.1%	15

Appendix E: Response Rates

RESPONSE RATES			
Cemetery Name	Next of Kin		Funeral Directors
	Returned N	Response Rate	Returned N
Southwest Virginia Veterans Cemetery	112	53.6%	4
Sunset Cemetery	0	0.0%	3
Tennessee State Veterans Cemetery	26	39.4%	2
Tennessee State Veterans Cemetery at Parkers Crossroads	27	69.2%	4
Texas State Veterans Cemetery at Abilene	118	43.4%	8
Veterans Memorial Cemetery of Western Colorado	128	51.0%	1
Virginia Veterans Cemetery at Amelia	139	52.3%	6
Washington State Veterans Cemetery	145	48.2%	9
West Tennessee Veterans Cemetery	158	36.2%	8
Western Carolina State Veterans Cemetery	0	0.0%	6
Western Montana State Veterans Cemetery	67	59.8%	3
White Eagle Cemetery	0	0.0%	1